



# CITIZEN'S CHARTER

of the

## **NORTHWESTERN MINDANAO STATE COLLEGE OF SCIENCE AND TECHNOLOGY**

Labuyo, Tangub City, Misamis Occidental, Philippines

[www.nmsc.edu.ph](http://www.nmsc.edu.ph)

**2020 Revision**



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## **PREFACE**

The Northwestern Mindanao State College of Science and Technology has come up with its instruction manual called “NMSC Citizen’s Charter” in consonance with the campaign of the government through the Civil Service Commission in eliminating the bureaucratic red tape and improving the efficiency in the delivery of public services.

The NMSC Citizen’s Charter is a handbook in simple terms which guides and provides the State College’s stakeholders and clientele in availing its services.

This handbook describes various frontline services of the State College that are greatly demanded and needed and which have impact to community it serves.

Specifically, the main objective of this undertaking is to help clientele availing the service in much less time through following a step-by-step procedure. It also contains the time for service delivery, persons responsible in carrying out for each service and the expected performance the service provider should do. Generally, it promotes transparency and accountability in the delivery of government service.







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## VISION

NMSCST: An ecologically responsive University in Southern Philippines that fosters a culture of innovation and sustainability on the quality of lives in the community it serves.

## MISSION

The University shall primarily provide advanced education, higher technological, professional instruction and training in the fields of agriculture, fisheries, engineering, information and communication technology, arts and sciences, education, business administration and management, health sciences and other relevant fields of study. It shall also undertake research, extension services and production activities in support of the socioeconomic development of the Province of Misamis Occidental, and provide progressive leadership in its areas of specialization.



## **BRIEF HISTORY**

The Northwestern Mindanao State College of Science and Technology (NMSC) started as Tangub Agro-Industrial School (TANAIS) in Sumirap, Tangub City way back in 1971 offering secondary agriculture and trade curricula with Mr. Jesus T. Bonilla as principal. On June 26, 1973, the school was transferred to Labuyo, Tangub City three kilometers from the city proper and approximately four hundred meters from the national highway, with Dr. Perfecto B. Yebes as the Vocational School Administrator. The school started offering post-secondary courses in 1974 and had been an affiliate off campus institute of the Central Mindanao University, Musuan, Bukidnon from 1979 to 1984. In 1994, Bachelor's Degree in Secondary Education and Industrial Technology were then offered. With the promotion of Dr. Yebes to a higher position, Mr. Apolonio S. Vidallo took place of the former and was appointed as the third administrator of TANAIS on August 6, 1996. Designated by the Commission on Higher Education as the Officer-In-Charge and the Board of Trustees (BOT) was created to serve as its governing body.

Prior to Dr. Yebes' promotion, in 1992 he and Atty. Philip T. Tan, the City Mayor of Tangub at that time, conceived the idea of converting TANAIS into a state college. The proposal was filed in Congress by the late Hon. Hilarion Ramiro Jr., the Congressman of the 2nd District of Misamis Occidental at that time. The bill was not passed due to adjournment of the 9th Congress in 1995. The bill to convert TANAIS into a State College was refiled in the 10th Congress in 1995 by Congresswoman Herminia M. Ramiro. The bill passed both houses but with a last-minute amendment to transfer the main campus from TANAIS in Tangub City to Oroquieta Agro-Industrial School (OAIS) at Oroquieta City.

Learning the amendment, Mayor Tan and Mr. Numeriano L. Gilbolingo conferred with Congresswoman Herminia M. Ramiro to find the constitutional ground and had bill vetoed by President Fidel V. Ramos. The bill was refiled in 1998 by the late Congressman Hilarion A. Ramiro Jr. It has already passed the lower house in 2000. By December 2000, Congressman Ramiro, Mayor Philip T. Tan, wife Jennifer Wee Tan and Mr. Numeriano L. Gilbolingo who represented Administrator Apolonio S. Vidallo successfully defended the conversion of Tangub Agro-Industrial School into Northwestern Mindanao State College of Science and Technology (NMSC) before the Senate Committee on Education chaired by the Honorable Sen. Teresita Aquino Oreta with the endorsement of Dr. Ester A. Garcia, Chairperson of the Commission on Higher Education.

Unfortunately, Congressman Ramiro died in January 2001. Congresswoman Herminia A. Ramiro was elected on May 2001, replacing the late Congressman Hilarion Ramiro Jr. With joint effort of Atty. Philip T. Tan and Congresswoman Herminia A. Ramiro, R.A. 9146 was finally approved by President Gloria Macapagal-Arroyo on July 30, 2001. Dr. Zenaida G. Gersana was then designated by the Commission on Higher Education as the Officer-In-Charge and the Board of Trustees (BOT) was created to serve as its governing body.





On May 26, 2003, the Board of Trustees unanimously elected and appointed Atty. Philip T. Tan, CPA as the First President of NMSC after a two-month exhaustive selection process conducted by the Search Committee for Presidency (SCP). Dr. Glory S. Magdale, former Regional Director of the Commission on Higher Education, Region X, Cagayan de Oro City chaired the Search Committee for the Presidency.

During the Presidency of Atty. Tan, infrastructure projects flourished in the College. Among these are the twenty-classroom Academic Building, the Legarda Hall which is a laboratory building for students enrolled in Hospitality Management, Student Food Court and renovated Administration Offices. The projects significantly improved the physical facilities of the College.

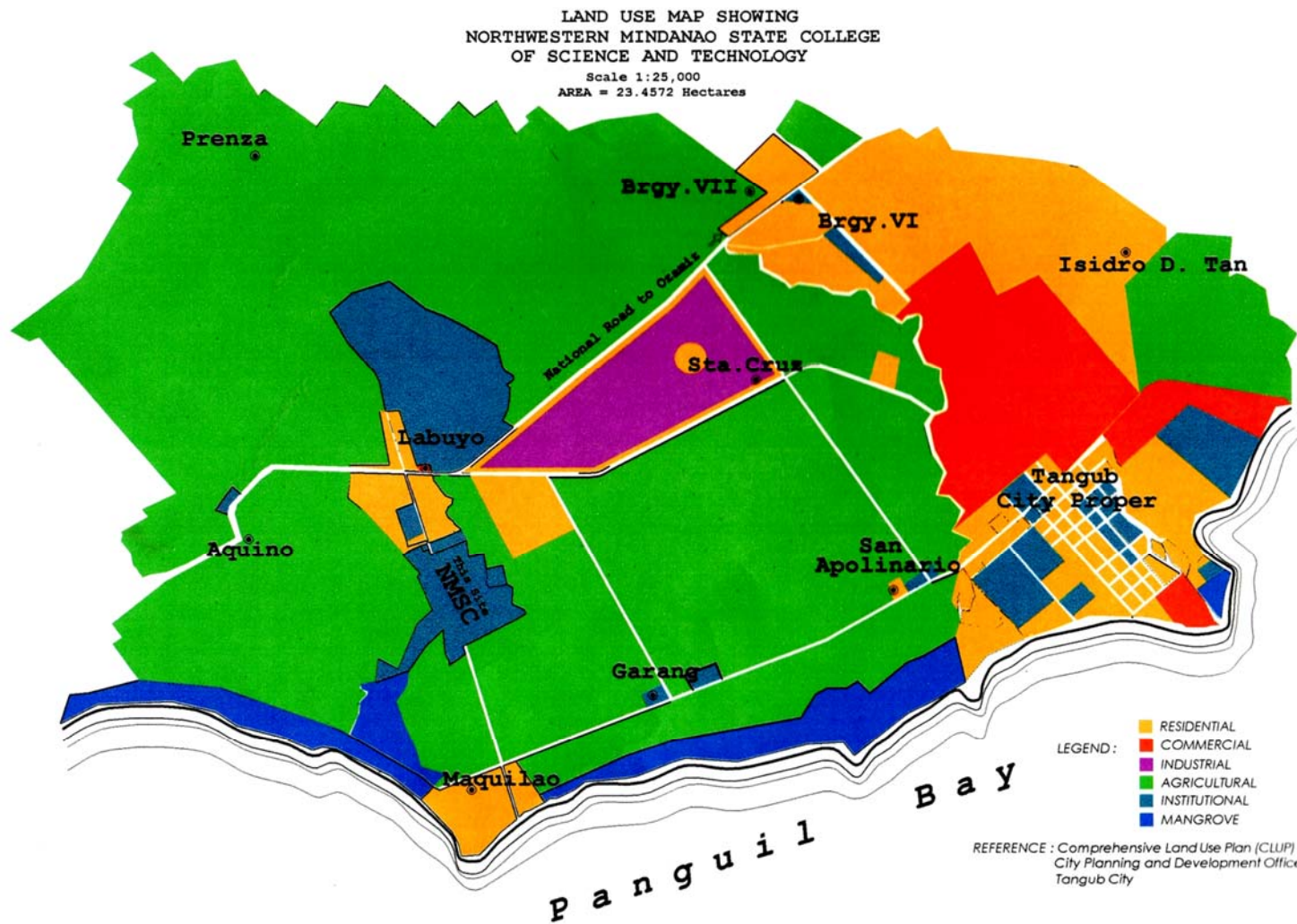
The College occupies a total of 29 hectares campus site traversed by the barangay road leading to Panguil Bay, an area rich in marine resources with vast potentials suitable for home and industrial uses. With the initiative of Atty. Philip Tan, the Php 5.4 Million pesos financial assistance from the Department of Science and Technology for the upgrading of the Science laboratory of the College was finally approved.

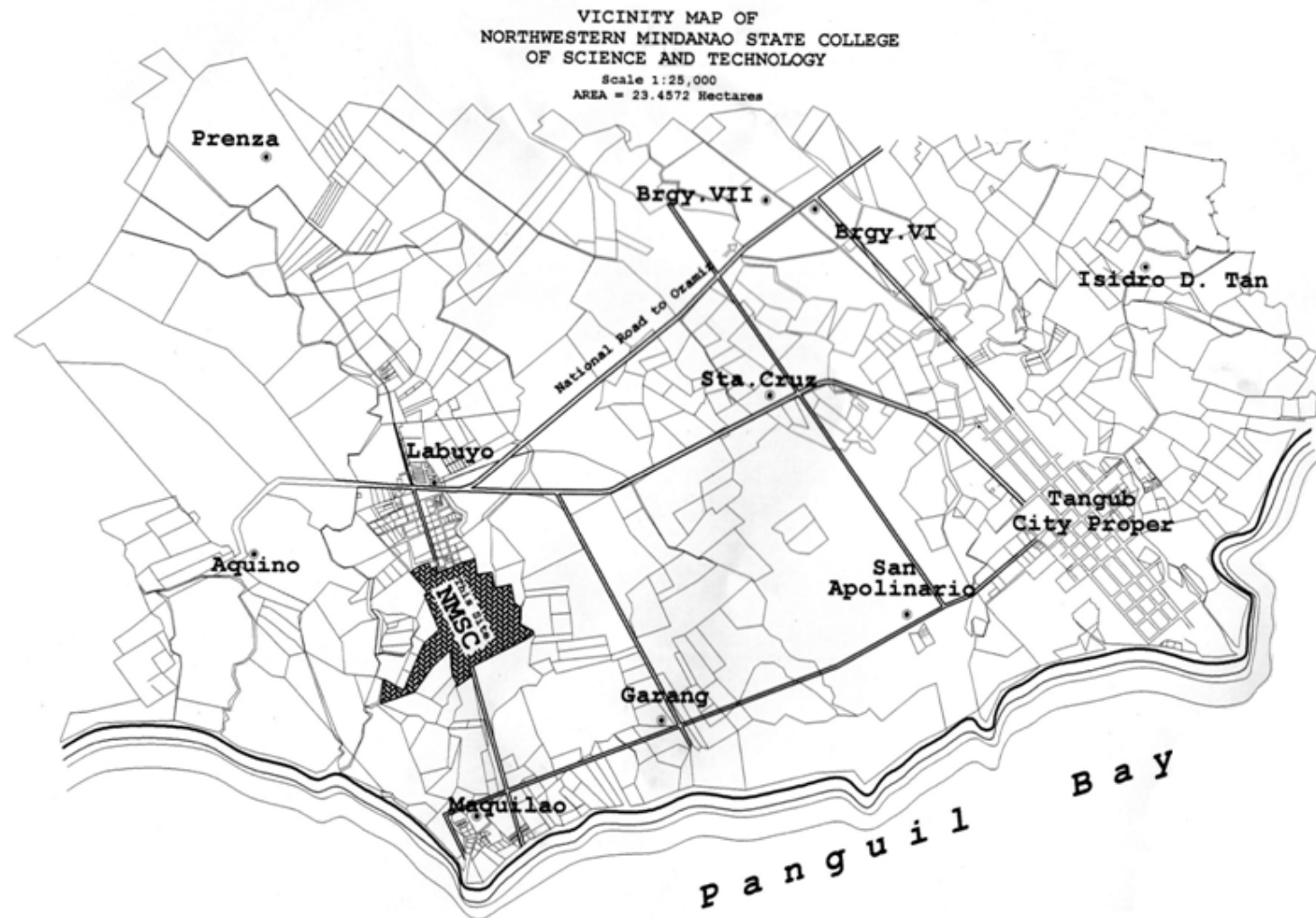
Upon the resignation of Atty. Philip T. Tan as College President in order to head the call to go back to public service as Mayor of Tangub City, Dr. Ricardo E. Rotoras, the visionary and dynamic President of Mindanao University of Science and Technology (MUST) was designated by the Board of Trustees as Officer In-Charge of the College on March 2010 by virtue of BOT Resolution No. 03, s. 2010.

With the active and participative leadership of Dr. Rotoras, the College hurdled its share of challenges and the second release of the DOST financial assistance was undertaken.

On September 6, 2012, Dr. Jennifer W. Tan was unanimously elected and appointed by the Board of Trustees as second President of the College by virtue of BOT Resolution No. 26, s. 2012.

With a strong advocacy on the culture of excellence, commendable and vast managerial expertise and networking competence of Dr. Tan, NMSC is never far from attaining its mandate of becoming a premier learning institution in the fields of education, agriculture, fishery, engineering, arts and sciences in Northwestern Mindanao.

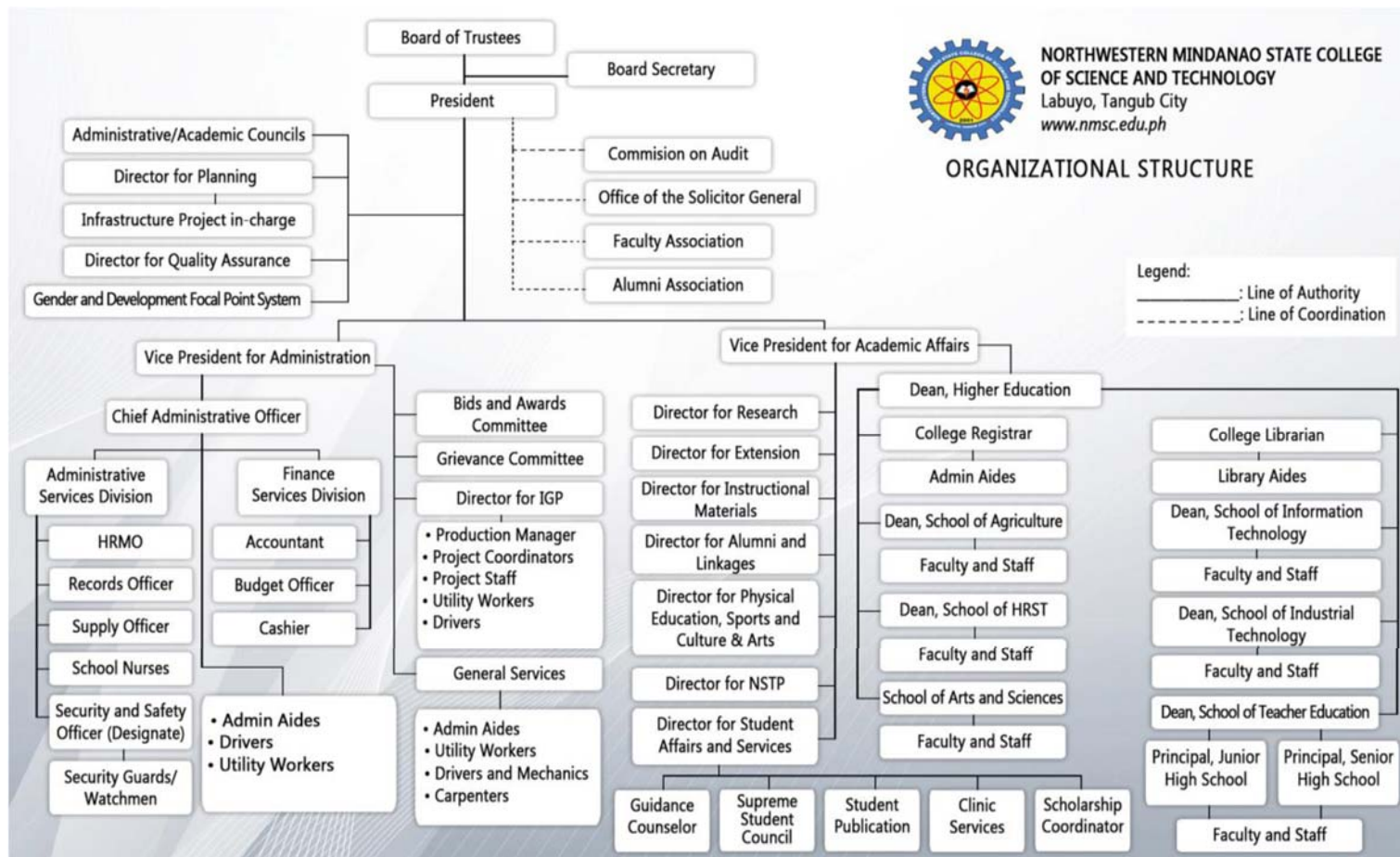






# **ORGANIZATIONAL STRUCTURE**







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## PERFORMANCE PLEDGE

We, the officials and employees of Northwestern Mindanao State College of Science and Technology, do hereby commit to:

**N**urture professionalism of the NMSCST officials and employees by constantly improving the capacity, ability and adeptness through necessary required seminars, workshops and trainings;

**M**old the values of integrity, dignity and quality of work among its workforce especially in the delivery of frontline services to the clientele/stakeholders at all times;

**S**trengthen sense of social awareness by extending commendable services to the community for sustainability;

**C**are for the welfare of the clientele and the populace, and being “environment-friendly” of the nature’s gift around us.



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## **FEEDBACK AND REDRESS MECHANISM**

**Please let us know how we have served you by doing any of the following:**

- **Accomplish our Feedback Form available in the offices and put this in the NMSC Assistance and Complaints Drop Box**
- **Send your feedback through e-mail [admin@nmsc.edu.ph](mailto:admin@nmsc.edu.ph)**
- **If you are not satisfied with our service, your written/verbal complaints shall immediately be attended to by Mr. JORGE A. BASILISCO, Director for Student Affairs and Services at telephone number 088-586-0173.**

**Thank you for helping us continuously improve our services.**



# **FRONTLINE SERVICES**





## **OFFICE OF THE REGISTRAR**

### **ENROLMENT SERVICES FOR FRESHMEN/NEW STUDENTS AND TRANSFEREES**

#### Requirements (Freshman):

1. Original Report Card/Form 138A (Original)
2. Certificate of Good Moral (Original)
3. 2pcs 2x2 ID Picture
4. PSA – Authenticated Birth Certificate (Photocopy and Original)
5. Place all of the above documents in a long brown envelope Original)
6. Place all of the above documents in a long brown envelope

#### Requirements (Transferee):

1. Certificate of Honorable Dismissal (Original)
2. TOR for Evaluation
3. Certificate of Good Moral
4. 2 pcs 2x2ID picture
5. PSA – Authenticated Birth Certificate (Photocopy and

**Total Processing Time: 32 minutes**

#### **HOW TO AVAIL OF THE SERVICE:**

STEP	CLIENT	SERVICE PROVIDER	TIME NEEDED	PERSON TO APPROACH
1	Go to the Student's Assistance Desk.			
	<ul style="list-style-type: none"><li>- Ask from the Officer on Duty the enrolment form</li><li>- Present all the requirements</li></ul>	<ul style="list-style-type: none"><li>- Evaluate the requirements for enrollment</li><li>- Form given out</li></ul>	1 min	<b>VIOLETA DULDULAO</b> OSAS Staff <b>JORGE A. BASILISCO</b> Director, OSAS



2.	Go to the School/Department			
	<ul style="list-style-type: none"> <li>- <i>Fill-out the Temporary Registration Form (TRF) and present to the School Dean</i></li> </ul>	<ul style="list-style-type: none"> <li>- <i>Interview, enlisting, encoding and signing of TRF takes place</i></li> </ul>	10 mins	<b>ANTONIO C. ENERIO Jr.</b> Dean, School of Teacher Education <b>DR. ROWENA DECENA</b> Dean, School of Arts and Sciences <b>DR. FERLYN LOGRONIO</b> Dean, School of Agriculture <b>GENEVIVE M. DAGOT</b> Dean, School of Business and Management <b>JOSEPH MEYNARD OGDOL</b> Dean, School of Information Technology <b>MODESTO B. ALIÑO</b> Dean, School of Engineering and Industrial Technology
3.	Go to the Registrar's Office			
	<ul style="list-style-type: none"> <li>- <i>Present the signed TRF and submit all the requirements for enrolment</i></li> </ul>	<ul style="list-style-type: none"> <li>- <i>Verifies and assess the subjects enrolled</i></li> <li>- <i>Validates the requirements submitted</i></li> <li>- <i>Returns the TRF with stamp "ASSESSED"</i></li> </ul>	10 mins	<b>LORY ANN C. VIOS</b> Registrar's Staff  <b>CINDY E. LINGANAY</b> Registrar's Staff  <b>AMYTHYEST M. TALABA</b> Registrar III



4	Go to the E-Library			
	- <i>Submit the approved TRF</i>	- <i>Prints and issues Certificate of Registration (COR)</i>	1 min	ARNOLD C. VALMORIA E-Library Staff
5	Go to the Office of Student Affairs and Services			
	- <i>Present COR</i>	- <i>Issues Temporary ID</i>	10 mins	LIVEN LOPEZ OSAS STAFF  JORGE A. BASILISCO Director, OSAS

### ENROLMENT SERVICES FOR RETURNEE AND CONTINUING STUDENT

Total Processing Time: 27 minutes

#### HOW TO AVAIL OF THE SERVICE:

STEP	CLIENT	SERVICE PROVIDER	TIME NEEDED	PERSON TO APPROACH
1	<b>Go to the Student's Assistance Desk</b>			
	- <i>Ask from the Officer on Duty the enrolment form</i>	- <i>Form given out</i>	1 min	VIOLETA DULDULAO OSAS Staff  JORGE A. BASILISCO Director, OSAS
2.	<b>Go to the Cashier's Window</b>			



	- <i>Present the enrolment form</i>	- <i>Verifies outstanding obligations, if there's any</i> - <i>Signs the enrolment form</i>	5 mins	<b>JOVINA REMESCAL</b> Cashier's Staff <b>DIVINE MAE DABLO</b> Cashier's Staff  <b>REMEGIA A. ALEMAN</b> Administrative Officer V
3.	<b>Go to the School/Department</b>			
	- <i>Fill-out the Temporary Registration Form (TRF) and present to the School Dean</i>	- <i>Interview, enlisting, encoding and signing of TRF takes place</i>	10 mins	<b>ANTONIO ENERIO Jr.</b> Dean, School of Teacher Education <b>DR. ROWENA A. DECENA</b> Dean, School of Arts and Sciences <b>DR. FERLYN LOGRONIO</b> Dean, School of Agriculture <b>GENEVIVE M. DAGOT</b> Dean, School of Business and Management <b>JOSEPH MEYNARD OGDOL</b> Dean, School of Information Technology <b>MODESTO B. ALIÑO</b> Dean, School of Engineering and Industrial Technology
4.	<b>Go to the Registrar's Office</b>			
	- <i>Present the signed TRF</i>	- <i>Verifies and assess the subjects enrolled</i> - <i>Returns the TRF with stamp "ASSESSED"</i>	10 mins	<b>LORY ANN C. VIOS</b> Registrar's Staff <b>CINDY E. LINGANAY</b> Registrar's Staff



				<b>AMYTHYEST M. TALABA</b> Registrar III
5.	<b>Go to the E-Library</b>			
	- Submit the approved TRF	- Prints and issues Certificate of Registration (COR)	1 minute	<b>ARNOLD C. VALMORIA</b> E-Library Staff

#### SCHEDULE OF FEE(S):

<i>No.</i>	<i>DOCUMENTS</i>		<i>Amount</i>	<i>Processing</i>
1.	Transcript of Records (per page )	P	100.00	3-5 working days
2.	Certification of Honorable Dismissal		80.00	3-5 working days
3.	TOR for Evaluation (per page)		50.00	3-5 working days
4.	CAV (Local and Abroad)		250.00	3 working days
5.	Other Certifications		80.00	1-2 working days
6.	Completion Form		50.00	
7.	Adding/Dropping Form (per subject)		20.00	
8.	Withdrawal of Enrollment		160.00	
9.	Special Exam (per subject)		100.00	



10.	COR Reprinting		50.00	
11.	Exam permit (second copy)		100.00	
12.	School ID (If lost)		125.00	

### ISSUANCE OF TRANSCRIPT OF RECORDS AND OTHER CERTIFICATIONS

Total Processing Time: 18 minutes

#### HOW TO AVAIL OF THE SERVICE:

STEP	CLIENT	SERVICE PROVIDER	TIME NEEDED	PERSON TO APPROACH
1	<b>Go to the Registrar's Window</b>			
	- Ask request form	- Verifies student records - Form given out	10 mins	LORY ANN C. VIOS Registrar's Staff  CINDY E. LINGANAY Registrar's Staff  AMYTHYEST M. TALABA Registrar III
2.	<b>Go to the Cashier's Window</b>			
	- Present the request form - Pay the fees	- Verifies outstanding obligations, if there's any	5 mins	JOVINA REMESCAL Cashier's Staff



		<ul style="list-style-type: none"> <li>- <i>Issues Official Receipt</i></li> <li>- <i>Signs the request form</i></li> </ul>		<b>DIVINE MAE DABLO</b> Cashier's Staff  <b>REMEGIA A. ALEMAN</b> Administrative Officer V
3.	<b>Go to the Registrar's Window</b>			
	<ul style="list-style-type: none"> <li>- <i>Submit the official receipt and request form</i></li> </ul>	<ul style="list-style-type: none"> <li>- <i>Issues claim slip and inform client when to return</i></li> </ul>	3 mins	<b>LORY ANN C. VIOS</b> Registrar's Staff  <b>CINDY E. LINGANAY</b> Registrar's Staff  <b>AMYTHYEST M. TALABA</b> Registrar III

### REQUEST FOR WITHDRAWAL OF ENROLLMENT AND ADDING/ DROPPING OF SUBJECTS

Total Processing Time: 21 mins.

#### HOW TO AVAIL OF THE SERVICE:

STEP	CLIENT	SERVICE PROVIDER	TIME NEEDED	PERSON TO APPROACH
1.	<b>Go to the Registrar's Office</b>			
	<ul style="list-style-type: none"> <li>- <i>Present the Certificate of Registration (COR)</i></li> </ul>	<ul style="list-style-type: none"> <li>- <i>Checks subjects to add or drop</i></li> <li>- <i>Issues Adding or Dropping Form</i></li> </ul>	5 mins	<b>LORY ANN C. VIOS</b> Registrar's Staff <b>CINDY E. LINGANAY</b> Registrar's Staff



				<b>AMYTHYEST M. TALABA</b> Registrar III
2.	<b>Go to the School/Department</b>			
	- <i>Fill-out the form and present it to the School Dean</i>	- <i>Interview, enlisting, encoding and signing of form takes place</i>	10 mins	<b>ANTONIO ENERIO Jr.</b> Dean, School of Teacher Education <b>DR. ROWENA A. DECENA</b> Dean, School of Arts and Sciences <b>DR. FERLYN LOGRONIO</b> Dean, School of Agriculture <b>GENEVIVE M. DAGOT</b> Dean, School of Business and Management <b>JOSEPH MEYNARD OGDOL</b> Dean, School of Information Technology <b>MODESTO B. ALIÑO</b> Dean, School of Engineering and Industrial Technology
3.	<b>Go to the Registrar's Office</b>			
	- <i>Present the signed form</i>	- <i>Verifies and assess the subjects</i> - <i>Returns the form with stamp "ASSESSED"</i>	5 mins	<b>LORY ANN C. VIOS</b> Registrar's Staff  <b>CINDY E. LINGANAY</b> Registrar's Staff  <b>AMYTHYEST M. TALABA</b> Registrar III





4	Go to the E-Library			
	- <i>Submit the form</i>	- <i>Prints and issues Certificate of Registration (COR)</i>	<i>1 minute</i>	<b>ARNOLD C. VALMORIA</b> E-Library Staff

### ISSUANCE OF COMPLETION FORM

Total Processing Time: 8 mins

### HOW TO AVAIL OF THE SERVICE:

STEP	CLIENT	SERVICE PROVIDER	TIME NEEDED	PERSON TO APPROACH
1.	Go to the Registrar's Office			
	- <i>Present School ID</i>	- <i>Checks subject to comply</i>	<i>1 min</i>	<b>LORY ANN C. VIOS</b> Registrar's Staff  <b>CINDY E. LINGANAY</b> Registrar's Staff  <b>AMYTHYEST M. TALABA</b> Registrar III
2.	Go to the Cashier's Window			
	- <i>Pay fee</i>	- <i>Issues official receipt</i>	<i>5 mins</i>	<b>JOVINA REMESCAL</b> Cashier's Staff <b>DIVINE MAE DABLO</b> Cashier's Staff <b>REMEGIA A. ALEMAN</b> Administrative Officer V



2.	<b>Go to the Registrar's Office</b>			
	- <i>Present the official receipt</i>	- <i>Issues completion form</i>	<i>2 mins</i>	<b>LORY ANN C. VIOS</b> Registrar's Staff  <b>CINDY E. LINGANAY</b> Registrar's Staff  <b>AMYTHYEST M. TALABA</b> Registrar III

### REQUEST FOR CERTIFICATION, AUTHENTICATION AND VERIFICATION (CAV) OF SCHOOL DOCUMENTS

Total Processing Time: 13 minutes

#### HOW TO AVAIL OF THE SERVICE:

STEP	CLIENT	SERVICE PROVIDER	TIME NEEDED	PERSON TO APPROACH
1	<b>Go to the Registrar's Office</b>			
	- <i>Ask request form</i> - <i>Submit 2 copies of Diploma and TOR</i>	- <i>Verifies student records</i> - <i>Form given out</i>	<i>5 mins</i>	<b>LORY ANN C. VIOS</b> Registrar's Staff  <b>CINDY E. LINGANAY</b> Registrar's Staff  <b>AMYTHYEST M. TALABA</b> Registrar III
2.	<b>Go to the Cashier's Window</b>			
	- <i>Present the request form</i> - <i>Pay fees</i>	- <i>Issues Official Receipt</i> - <i>Signs the request form</i>	<i>5 mins</i>	<b>JOVINA REMESCAL</b> Cashier's Staff



				<b>DIVINE MAE DABLO</b> Cashier's Staff  <b>REMEGIA A. ALEMAN</b> Administrative Officer V
3.	<b>Go to the Registrar's Office</b>			
	- <i>Submit the official receipt and request form</i>	- <i>Issues claim slip and inform client when to return</i>	<i>3 mins</i>	<b>LORY ANN C. VIOS</b> Registrar's Staff  <b>CINDY E. LINGANAY</b> Registrar's Staff  <b>AMYTHYEST M. TALABA</b> Registrar III

### APPLICATION FOR EVALUATION (Graduating Students)

Total Processing Time: 11 minutes

#### HOW TO AVAIL OF THE SERVICE:

STEP	CLIENT	SERVICE PROVIDER	TIME NEEDED	PERSON TO APPROACH
1	<b>Go to the Registrar's Office</b>			
	- <i>Ask application for evaluation form</i>	- <i>Form given out</i>	<i>1 min</i>	<b>LORY ANN C. VIOS</b> Registrar's Staff



	- <i>Fill-out the form</i>	- <i>Copy of grades evaluated given</i>	10 mins	<b>CINDY E. LINGANAY</b> Registrar's Staff  <b>AMYTHYEST M. TALABA</b> Registrar III
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### APPLICATION FOR GRADUATION

Total Processing Time: 13 minutes

#### HOW TO AVAIL OF THE SERVICE:

STEP	CLIENT	SERVICE PROVIDER	TIME NEEDED	PERSON TO APPROACH
1	<b>Go to the Registrar's Office</b>			
	- <i>Ask application for graduation form</i>	- <i>Form given out</i>	1 min	<b>LORY ANN C. VIOS</b> Registrar's Staff  <b>CINDY E. LINGANAY</b> Registrar's Staff  <b>AMYTHYEST M. TALABA</b> Registrar III
2.	<b>Go to the School/Department</b>			
	- <i>Fill-out the form</i> - <i>Present the form to the School Dean</i>	- <i>Interview and signs the form</i>	10 mins	<b>ANTONIO ENERIO Jr.</b> Dean, School of Teacher Education <b>DR. ROWENA A. DECENA</b> Dean, School of Arts and Sciences



				<b>DR. FERLYN LOGRONIO</b> Dean, School of Agriculture <b>GENEVIVE M. DAGOT</b> Dean, School of Business and Management <b>JOSEPH MEYNARD OGDOL</b> Dean, School of Information Technology <b>MODESTO B. ALIÑO</b> Dean, School of Engineering and Industrial Technology
3	<b>Go to the Registrar's Office</b>			
	- <i>Submit the application for graduation form</i>	- <i>Receives the form</i>	<i>2 mins</i>	<b>LORY ANN C. VIOS</b> Registrar's Staff  <b>CINDY E. LINGANAY</b> Registrar's Staff  <b>AMYTHYEST M. TALABA</b> Registrar III



## REQUEST COR REPRINTING, SPECIAL EXAM PERMIT

Total Processing Time: 8 minutes

### HOW TO AVAIL OF THE SERVICE:

STEP	CLIENT	SERVICE PROVIDER	TIME NEEDED	PERSON TO APPROACH
1.	Go to the Cashier's Window			
	- Pay fees	- Issues Official Receipt	3 mins	<b>JOVINA REMESCAL</b> Cashier's Staff  <b>DIVINE MAE DABLO</b> Cashier's Staff  <b>REMEGIA A. ALEMAN</b> Administrative Officer V
3.	Go to the Registrar's Office			
	- Present the official receipt	- Issues Certificate of Registration	5 mins	<b>LORY ANN C. VIOS</b> Registrar's Staff  <b>CINDY E. LINGANAY</b> Registrar's Staff  <b>AMYTHYEST M. TALABA</b> Registrar III



## ISSUANCE OF EXAM PERMIT

Total Processing Time: 5 minutes

### HOW TO AVAIL OF THE SERVICE:

STEP	CLIENT	SERVICE PROVIDER	TIME NEEDED	PERSON TO APPROACH
1.	Go to the Registrar's Office			
	- Present the signed clearance	- Issues Exam Permit	5 mins	LORY ANN C. VIOS Registrar's Staff  CINDY E. LINGANAY Registrar's Staff  AMYTHYEST M. TALABA Registrar III

## SIGNING OF CLEARANCE

Total Processing Time: 8 minutes

### HOW TO AVAIL OF THE SERVICE:

STEP	CLIENT	SERVICE PROVIDER	TIME NEEDED	PERSON TO APPROACH
1.	Go to the Registrar's Office			
	- Present filled-out clearance	- Verifies student records - Signs the clearance	5 mins	LORY ANN C. VIOS Registrar's Staff



				<b>CINDY E. LINGANAY</b> Registrar's Staff  <b>AMYTHYEST M. TALABA</b> Registrar III
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### REQUEST FOR SUBJECT ACREDITATION

Total Processing Time: 5 minutes

#### HOW TO AVAIL OF THE SERVICE:

STEP	CLIENT	SERVICE PROVIDER	TIME NEEDED	PERSON TO APPROACH
1.	<b>Go to the Registrar's Office</b>			
	- <i>Present the TOR for evaluation</i>	- <i>Issues Subject Accreditation Form</i>	<i>5 mins</i>	<b>LORY ANN C. VIOS</b> Registrar's Staff  <b>CINDY E. LINGANAY</b> Registrar's Staff  <b>AMYTHYEST M. TALABA</b> Registrar III
2.	<i>Go to the School/Department</i>			
	- <i>Present TOR and Subject Accreditation Form</i>			





## REQUEST FOR CORRECTION OF GRADE

Total Processing Time: 13 minutes

### HOW TO AVAIL OF THE SERVICE:

STEP	CLIENT	SERVICE PROVIDER	TIME NEEDED	PERSON TO APPROACH
1	<b>Go to the Registrar's Office</b>			
	- <i>Get Grade Correction Form</i>	- <i>Form given out</i> - <i>Fill-out form and let it notarized</i>	<i>1 min</i>	<b>LORY ANN C. VIOS</b> Registrar's Staff  <b>CINDY E. LINGANAY</b> Registrar's Staff  <b>AMYTHYEST M. TALABA</b> Registrar III
2.	<b>Go to the Registrar's Office</b>			
	- <i>Submit the notarized form</i>	- <i>Receives the notarized form and advise the faculty for the schedule of academic council meeting for presentation of such corrections.</i>	<i>3 mins</i>	<b>LORY ANN C. VIOS</b> Registrar's Staff  <b>CINDY E. LINGANAY</b> Registrar's Staff  <b>AMYTHYEST M. TALABA</b> Registrar III



## OFFICE OF THE ACCOUNTING

**Title of Frontline Service** : ANSWERING QUERIES ON SCHOOL FEES, COURSE TOTAL ESTIMATES AND DOWN PAYMENT

Schedule of Availability : Monday-Friday, 8:00-5:00pm  
Who may avail of the service : Students, Student's Parents or Relatives  
What are the requirements : None  
Duration : 15 minutes

### HOW TO AVAIL OF THE SERVICE:

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1.	Inquiries about Fees	Provides correct information	15 minutes	Cashier	None	None	Correct Information Provided

**Title of Frontline Service** : PAYMENT OF FEES

Schedule of Availability : Monday-Friday, 8:00-5:00pm  
Who may avail of the service : Students, Student's Parents or Relatives  
What are the requirements : COR/Billing Statements  
Duration : 6 minutes



### HOW TO AVAIL OF THE SERVICE:

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1.	Pays account balance to the Accounting Office	Processes the payment from the database	3 minutes	Cashier	None	None	Payment processed
2.	Waits for the issuance of the official receipts	Confirms the payment and makes official receipts	2 minutes	Cashier	None	None	Payment confirmed and verified; official receipt made
3.	Receives the official receipts	Issues official receipts	1 minute	Cashier	None	Official Receipt	Official Receipt Issued



## **OFFICE OF THE DEAN/VICE PRESIDENT FOR ACADEMIC AFFAIRS**

**Title of Frontline Service : REQUEST FOR SPECIAL CLASS**

Schedule of Availability : Monday-Friday, 8:00-5:00pm

Who may avail of the service : Students, Student's parent or Relatives

What are the requirements : Old and New Identification Card, Assessment Card

Duration : 3 hours and 1 minute

### **HOW TO AVAIL OF THE SERVICE:**

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1.	Secures Special Class Request Form from the Dean's Office	Issues Form	1 minute	Dean's Office Staff	None	Special Class Request Form	Special Class Request Form Issued
2.	Submits request form to Department Chairman for assignment of professor and schedule of classes	Assigns instructor and schedule class	3 hours	Department Chairman	None	Special Class Request Form	Instructor and schedule of class determined



## **OFFICE OF THE STUDENT AFFAIRS AND SERVICES**

**Title of Frontline Service : CONDUCT OF ORIENTATION FOR NEW AND TRANSFEREE STUDENTS**

Schedule of Availability : Every 1<sup>st</sup> week of classes as scheduled by the Office of Student Affairs  
 Who may avail of the service : All New, Returnee and Transferee Students  
 What are the requirements : None  
 Duration : 4 hours

### **HOW TO AVAIL OF THE SERVICE:**

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms
1.	Read the bulletin board for the schedule	Post announcement at the OSAs bulletin board and official FB account.	2 minutes	Ms. Emily Toledo	None	OSA poster
2.	Attend the orientation program	Conduct the orientation	4 hours	Mr. Jorge A. Basilisco & Other Speakers Involved	None	Attendance Form
3.	Evaluate the Activity	Give out the evaluation form	2 minutes	Ms. Emily Toledo & Mr. Liven A. Lopez	None	Evaluation Form



**Title of Frontline Service : FILING A COMPLAINT/PLEADINGS**

- Schedule of Availability : Monday to Friday  
8:00AM – 5:00PM without noon break
- Who may avail of the service : Complainant – any member of the studentry, faculty or Staff;  
Appeal for reconsideration – party adversely affected by a decision from the Board of Discipline
- What are the requirements : **A. Complaint**
1. Endorsement Letter<sup>1</sup> from the Dean
  2. Complaint letter that contains the following:
    - a. Full name and course/designation of the complainant;
    - b. Full name and course/designation of the respondent;
    - c. Substance of the charges (*a narration of the relevant and material facts which shows the acts or omissions allegedly committed*)
    - d. Full name and course/designation of the witness;
- B. Appeal for Reconsideration**
1. Letter of Appeal to the Board of Discipline
- Duration : Filing of Complaint - 10 minutes  
Filing of Appeal for Reconsideration - 2 minutes

**HOW TO AVAIL OF THE SERVICE:**

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms
1.	File the complaint along with the requirements needed	Receive the complaint letter and forward the same to the BOD Chair	3 minutes	Ms. Emily Toledo	None	



2.	Submit oneself for initial interview	Conduct initial interview	5 minutes	Mr. Jorge A. Basilisco	None	OSAform-007
3.	Receive the receiving copy of the complaint and wait for the schedule of hearing	Issue the receiving copy to the complainant	2 minutes	Ms. Emily Toledo	None	OSAform-008

#### **FILING OF APPEAL FOR RECONSIDERATION:**

<b>Steps</b>	<b>Applicant/Client Activity</b>	<b>Service Provider Activity</b>	<b>Duration of Activity</b>	<b>Person In Charge</b>	<b>Fees</b>	<b>Forms</b>
1.	File the appeal for reconsideration to the BOD secretary	Receive the letter of appeal and issue the receiving copy	2 minutes	Ms. Emily Toledo	None	

<sup>1</sup> A letter made and issued by the School Dean to elevate the case handled to the Board of Discipline for further action and consideration.



**Title of Frontline Service : GRANTING OF PERMIT TO CONDUCT IN-CAMPUS ACTIVITIES**

Schedule of Availability	: Monday to Friday 8:00AM – 5:00PM without noon break
Who may avail of the service	: Student Body Organizations (SBO) – are mandated student organizations ( <i>Supreme Student Council &amp; Local Student Council</i> ) Student Recognized Organizations (SRO) – Student organizations who have undergone accreditation and have granted recognition by the school. Students who will conduct an activity inside the campus beyond 10PM during weekdays and during weekends and holidays.
What are the requirements	: <b>A. For SBO &amp; SRO:</b> 1. Accomplished Activity Form 1 <sup>1</sup> ( <i>OSAform-012</i> ) or Activity Form 2 <sup>2</sup> ( <i>OSAform-013</i> ) 2. Training Design, if applicable; 3. Tentative program of activities; 4. Note of Commitment <sup>3</sup> from the Faculty Adviser; 5. Speaker's data ( <i>for symposia, lectures, fora, leadership trainings, seminar-workshops, etc.</i> ) <b>B. For Students:</b> 1. A letter from the Instructor that contains the following: a. Nature and purpose of the activity; b. Number and names of students involved; c. Time and venue of the activity to be conducted.
Duration	: 6 minutes





## HOW TO AVAIL OF THE SERVICE:

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms
1.	Submit the necessary requirements	Receive and check schedules of activities to assure availability of the venue	2 minutes	Ms. Emily Toledo	None	OSAform-009
		Forward the forms to the DSA for checking and approval of the permit	3 minutes	Ms. Emily Toledo	None	
2.	Receive the Activity Permit	Issue the Activity Permit	1 minute	Ms. Emily Toledo	None	OSAform-010 & 011

<sup>1</sup> the form intended for the General Activity (*e.g. intellectual, Spiritual, Socio-cultural, Physical etc.*)

<sup>2</sup> the form intended for General Meetings/Assemblies.

<sup>3</sup> can be obtained at the Office of Student Affairs



**Title of Frontline Service : ISSUANCE OF TEMPORARY PASS**

Schedule of Availability	: Monday to Friday 8:00AM – 5:00PM without noon break
Who may avail of the service	: Student suffering from injury/ies; Student waiting for the release of permanent ID Student whose school uniform is not yet available
What are the requirements	: For student suffering from injury/ies – medical certificate / note from the College Nurse For student waiting for the release of permanent ID – ID maker In-charge note For student waiting for the completion of school uniform – O.R. from tailoring shop
Duration	: 6 minutes

**HOW TO AVAIL OF THE SERVICE:**

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms
1.	Submit the necessary requirement	Receive the requirements and prepare the Temporary Pass	2 minutes	Mr. Liven A. Lopez	None	OSAform-001
		Forward the same to the DSA for signing	3 minutes	Mr. Liven A. Lopez	None	
2.	Log & Receive the temporary pass	Issue the pass and instruct the student to log at the log book	1 minute	Mr. Liven A. Lopez	None	Log book for Temporary Pass Issued



**Title of Frontline Service : POSTING OF LOST AND FOUND ITEMS**

Schedule of Availability : Monday to Friday  
8:00AM – 5:00PM without noon break

Who may avail of the service : General Public

What are the requirements : None

Duration : 5 minutes

**HOW TO AVAIL OF THE SERVICE: Lost Item/s**

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms
1.	Report incident and fill-out the Lost Form	Interview client and receive the Lost Form	2 minutes	Ms. Emily Toledo& Mr. Liven A. Lopez	None	OSAform-004
		Post the Lost Form	3 minutes	Ms. Emily Toledo& Mr. Liven A. Lopez	None	

**HOW TO AVAIL OF THE SERVICE: Found Item/s**

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms
1.	Report incident and fill-out the Found Form	Interview client and receive the Found Form	2 minutes	Ms. Emily Toledo& Mr. Liven A. Lopez	None	OSAform-005
		Post the Lost Form	2 minutes	Ms. Emily Toledo& Mr. Liven A. Lopez	None	



				Liven A. Lopez		
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**Title of Frontline Service : POSTING OF RECEIVED EMAILS**

Schedule of Availability : Monday to Friday  
8:00AM – 5:00PM without noon break

Who may avail of the service : General Public

What are the requirements : None

Duration : 4 minutes

**HOW TO AVAIL OF THE SERVICE:**

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms
1.	Fill-out the Mail Form	Interview client and receive the Mail Form	2 minutes	Ms. Emily Toledo & Mr. Liven A. Lopez	None	OSAform-018
		Post the Mail Form	2 minutes	Mr. Liven A. Lopez	None	



## Title of Frontline Service: PROCESSING OF APPLICATION FOR ACCREDITATION & REACCREDITATION OF STUDENT ORGANIZATION

Schedule of Availability	: Monday to Friday 8:00AM – 5:00PM without noon break One month after the opening of classes every first semester of an academic year
Who may avail of the service	: For Accreditation: Students who intend to form an organization For Reaccreditation: Existing student organizations
What are the requirements	: <b>For Accreditation:</b> <ol style="list-style-type: none"><li>1. A formal letter of application;</li><li>2. Submission of the proposed constitution and by-laws;</li><li>3. Proposed General Program of Activities (GPA) of the schoolyear;</li><li>4. Submission of the list of at least fifteen (15) names of students which includes the officers and its members with their signatures signifying their intention to form the organization;</li><li>5. List of names of the Faculty Advisers chosen by the organization with a letter of their acceptance</li></ol> <b>For Reaccreditation:</b> <ol style="list-style-type: none"><li>1. Semestral Report (<i>Statement of Liquidation, Statement of Cash Receipts &amp; Disbursements and Activity Evaluation Reports mandatory to organizations who has a membership fee</i>);</li><li>2. Updated Constitution and By-Laws;</li><li>3. Written endorsement from the mother club or Dean / Chairman</li><li>4. Accomplished Registration Forms<sup>1</sup></li></ol>
Duration	: 6 minutes



### HOW TO AVAIL OF THE SERVICE:

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms
1.	Submit all the pertinent documents required for accreditation or reaccreditation	Receive and check the completeness of the documents submitted	5 minutes	Ms. Emily Toledo	None	
2.	Receive the receiving copy of the documents filed	Issue the receiving copy to the concerned students	2 minutes	Mr. Liven A. Lopez	None	

<sup>1</sup> available at the office of student affairs

### Title of Frontline Service: PROCESSING OF DOCUMENTS FOR OFF-CAMPUS ACTIVITIES

Schedule of Availability	: Monday to Friday 8:00AM – 5:00PM without noon break
Who may avail of the service	: Student Body Organizations (SBO) – the mandated student organizations ( <i>Supreme Student Council &amp; Local Student Council</i> ); Student Recognized Organizations (SRO) – Student organizations who have undergone accreditation and have granted recognition by the school; NMSCST Faculty/Staff & Students.
What are the requirements	: <b>For Non-curricular Activities</b> (e.g. <i>retreat, trainings, conventions, community outreach, inter-school tournament/competitions, culture and the arts performances and competition</i> ): <b>For Curricular Activities</b> (e.g. <i>educational tour/field trips, degree-program relevant events like FASMin&amp; STE student congress, field study/experimental learning/related learning experience</i> ): Pertinent requirements as required in CMO No. 63, s. 2017 <sup>2</sup>
Duration	: For non-curricular activities - 8 minutes For curricular activities – 12 minutes



### HOW TO AVAIL OF THE SERVICE: For Non-curricular Off-campus Activities

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms
1.	Submit all the pertinent documents required	Receive and check the completeness of the documents submitted	2 minutes	Ms. Emily Toledo	None	
		Give-out the clearance / permit for non-curricular off campus activities	2 minutes			OSAform-011
2.	Receive the clearance/permit and return the same with signatures from the required offices as reflected in the clearance/permit	Ask the signed clearance/permit and forward the same to the DSA for final signing	2 minutes	Ms. Emily Toledo	None	OSAform-011

### HOW TO AVAIL OF THE SERVICE: For Curricular Off-campus Activities

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms
1.	Submit all the pertinent documents required in CMO No. 63, s. 2017	Receive and check the completeness of the documents submitted	2 minutes	Ms. Emily Toledo	None	
		Forward the same to the DSA for final checking and prepare the Certificate and Report of Compliance	8 minutes			OSAform-011
2.	Receive the prepared Certificate and Report of Compliance	Issue the Certificate and Report of Compliance	2 minutes	Ms. Emily Toledo	None	OSAform-011



**Title of Frontline Service : PROCESSING OF APPLICATION FOR SCHOLARSHIP GRANTS/PROGRAMS**

Schedule of Availability : Monday to Friday  
8:00AM – 5:00PM without noon break

Who may avail of the service : All Students enrolled in NMSCST

What are the requirements : Requirements may vary in every scholarship grant/program

Duration : 6 minutes

**HOW TO AVAIL OF THE SERVICE:**

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms
1.	Read announcement for any available / possible scholarship grants	Post available scholarship programs which are open for application	2 minutes	Mr. Liven A. Lopez	None	
2.	Submit the necessary requirement/s needed on the scholarship applied	Receive and check the completeness of the requirements submitted	3 minutes	Mr. Liven A. Lopez	None	
3.	Receive the receiving copy of documents submitted	Issue the receiving copy to the student applicant	1 minute	Mr. Liven A. Lopez		OSAform-020





**Title of Frontline Service : RE-ISSUANCE OF PERMANENT IDENTIFICATION CARD (ID)**

Schedule of Availability : Monday to Friday  
8:00AM – 5:00PM without noon break

Who may avail of the service : Students with Lost ID and Old/Wrecked ID

What are the requirements : For Lost ID – affidavit of loss  
Old/Wrecked – the old/wrecked ID to be replaced

Duration : 8 minutes

**HOW TO AVAIL OF THE SERVICE:**

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms
1.	Submit the necessary requirement	Receive the requirement and issue the referral slip to the cashiering office	2 minutes	Mr. Liven A. Lopez	None	OSAform-019
2.	Receive the referral slip and present the same to the cashiering office and pay the corresponding amount	Process payment and issue O.R.	2 minutes	Cashier – Mrs. Remegia Aleman	125.00	Official Receipt
3.	Present the official receipt of payment & fill-out info. sheet	Receive the O.R. & info. sheet and print-out the new ID	3 minutes	Mr. Liven A. Lopez		
4.	Log & Receive the new ID	Issue the new printed ID	1 minute	Mr. Liven A. Lopez		Log Book



**Title of Frontline Service : RESPONSE TO QUERIES/ASSISTANCE TO STUDENT DEV'T & WELFARE MATTERS**

Schedule of Availability : Monday to Friday  
8:00AM – 5:00PM without noon break

Who may avail of the service : General Public

What are the requirements : None

Duration : 5 minutes

**HOW TO AVAIL OF THE SERVICE:**

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms
1.	Accomplish and Submit Client's Information sheet.	Provide reply to simple queries.  For difficult and complex concerns, require client to fill-out the appropriate form	5 minutes	Mr. Liven A. Lopez & Ms. Emily Toledo	0None	OSAform021 – For commendation  OSAform022-For request for Assistance  OSAform023 – For complaint  OSAform24 – For suggestion



**Title of Frontline Service : ISSUANCE OF GOOD MORAL CERTIFICATE**

Schedule of Availability : Monday to Friday  
8:00AM – 5:00PM without noon break

Who may avail of the service : NMSCST Alumni  
Students enrolled or have enrolled in NMSCST

What are the requirements : Copy of the official receipt (O.R.) of payment from the Cashiering office

Duration : 6 minutes

**HOW TO AVAIL OF THE SERVICE:**

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms
1.	Present the official receipt of payment and fill-out the request form	Receive the O.R. and the request form	2 minutes	Mr. Liven A. Lopez	None	OSAform - 025
		Check record of offenses to ascertain client's good standing. Print-out the certificate for DSA's signing	3 minutes	Mr. Liven A. Lopez	None	OSAform-008
2.	Log &Receive the good moral certificate	Issue the good moral certificate	1 minute	Mr. Liven A. Lopez	None	Good Moral Log Book



**Title of Frontline Service : GRANTING OF EXEMPTION PERMIT FOR SCHOOL UNIFORM**

Schedule of Availability	: Monday to Friday 8:00AM – 5:00PM without noon break
Who may avail of the service	: Married and Single Parent w/ child or children; Second courser; Pregnant Students with 9-unit subject load and below; Cross enrollee.
What are the requirements	: Married and Single Parent – Birth Certificate of the child Students with 9-unit subject load and below – Verified study load Second courser – Transcript of Record/Diploma Pregnant – Medical Records Cross enrollee – Permit to Cross-enroll
Duration	: 6 minutes

**HOW TO AVAIL OF THE SERVICE:**

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms
1.	Fill-out the Application for Exemption of Uniform form and submit with the necessary requirements	Receive the documents submitted and prepare the Exemption Permit	2 minutes	Ms. Emily Toledo	None	OSAform-002
		Forward the forms to the DSA for checking and approval of the permit	3 minutes	Ms. Emily Toledo	None	
2.	Log & Receive the Exemption Permit for School Uniform	Issue the Exemption Permit for School Uniform	1 minute	Ms. Emily Toledo & Mr. Liven A. Lopez	None	OSAform-003

## COLLEGE CLINIC

**Title of Frontline Service : MEDICAL CHECKUP**

Schedule of Availability : Monday-Friday, 8:00-5:00pm

Who may avail of the service : Students

What are the requirement : Certificate of Registration (for New Students)  
School ID (for Old Students)

Duration : 33 minutes

## HOW TO AVAIL OF THE SERVICE:

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1.	Goes to clinic and presents COR, signs medical examination logbook	Medical Services	3 minute s	School Nurse	None	Medical Examination Logbook entries	Documentation of patient
2.	Accomplishes medical information sheet	Guides patient in accomplishing medical information sheet	10 minutes	School Nurse	None	Medical Information Sheet	Documentation of patient
3.	Undergoes measurement of height, weight, BP, respiration, pulse rate	Conducts accurate measurement and provides diagnosis and administers medicine	20 minutes	School Nurse	None	None	Vital signs of patients accurately recorded and evaluated; diagnosis provided; medicines administered



**Title of Frontline Service : CLEARING OF MONEY AND PROPERTY ACCOUNTABILITIES OF COLLEGE STUDENTS**

Schedule of Availability : OCTOBER AND MARCH OF THE YEAR  
Who may avail of the service : All College Students  
What are the requirement : Correctly Filled Up Clearance Slip, Complete School Uniform)  
Duration : 5 - 10 minutes

**HOW TO AVAIL OF THE SERVICE:**

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1.	1. Comes to the clinic	1. Receive the clearance slip and look his/her name in the LIST OF DECLARATION OF PNRC Membership or in the LIST OF REFERRALS.	2-3 minutes	Nurse	None	Filled up Clearance Slip	Verified list of DECLARATION OF PNRC Membership.
2.		2. Signs the clearance slip	1 minute	Nurse	None	Clearance Slip	Signed Clearance Slip



3.		3. If name is not found in the LIST OF DECLARATION OF PNRC Membership advises student to go to Registrar's Office for verification.					Student made aware of the situation.
4.		4. Verifies if Return Slip of the Referral Note was returned.	1 minute	Nurse	None	None	Returned Referral Note of Return Slip.



**Title of Frontline Service : PHYSICAL INSPECTION & INTERVIEW OF COLLEGE STUDENTS**

Schedule of Availability: May, June ,July and October of the Year  
 Who May Avail of the Service: First Year College Enrollees, Transferees with P.E. 2, 3 & 4  
 What are the Requirements: Certificate of Registration  
 Duration: 30 minutes

**HOW TO AVAIL OF THE SERVICE:**

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1.	1. Shows the COR to the nurse.	1. Signs students COR and gives 2 copies of the Health Examination Record for the student to fill out.	1 minute	Nurse	None	Health Examination Record Form	Signed COR; gave duplicate copy of Health Examination Record to student.
2.	2. Fill out the upper portion of "Personal Data" of the 2 copies of the Health Examination Record.	2. Answers query/monitor the filling out of the form.	5-10 minutes	Nurse	None	-do-	Monitored and collect a copy of the filled out form.





3.	3. Submit to the nurse the filled out Health Examination Record Form.	3. Measures the height and weight of the student, take blood pressure and pulse rate.	20 minutes	Nurse	None	-do-	Recorded measurement of Height, weight, BP and pulse rate of the student.
4.		4. Does physical inspection to the student by looking at their eyes, sclera, nose, ears, teeth, neck, arms, legs and feet.	15 minutes	Nurse	None	-do-	Recorded Students result of the physical inspection.
		5. Records observation and findings	5 minutes	Nurse	None	-do-	Recorded findings.
		6. Advises/Informs student of any unfavorable	5 minutes	Nurse	None	-do-	Recorded/documented remarks to the form of students with



		observation or finding.					unfavorable observation/findings.
		7. Initial findings refer to physician for further evaluation and treatment.	10 minutes	Nurse	None	Referral Slip	Referral Slip filled out and gave duplicate copy to student.
		8. Instruct student to submit the "Return Slip" for reference/documentation.	2 minutes	Nurse	None	-do-	Record/file of Return Slips
		9. Follows /monitors students with above normal blood pressures.	5 minutes	Nurse	None	Health Examination Record	List.record of students being monitored/followed up



**Title of Frontline Service : PREPARATION OF CLAIM FORM FOR REIMBURSEMENT OF EXPENSES FROM PNRC & GROUP INSURER**

Schedule of Availability: Whole Year Round  
 Who May Avail of the Service: Parents of Students/Students/Faculty and Staff  
 What are the Requirements: Valid PNRC Membership ID Card  
 Duration: 15 - 30 minutes

**HOW TO AVAIL OF THE SERVICE:**

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1.	1. Asks for claim form and PNRC Membership Card	1. Gives the valid PNRC membership ID Card. Let student sign papers for the release of ID Card.	5 minutes	Nurse	None	PNRC ID card & "LIST" of Declaration of PNRC Membership	PNRC ID Card given and student signed the "LIST" for release of card.
2.		2. Give list of requirement to support their claim for reimbursement.	5 minutes	Nurse	None	"LIST" of supporting documents.	List of supporting documents given to claimant.



3.		3. Refers claimant of reimbursement to PNRC office, Tangub City for further and additional instruction.	5 minutes	Nurse	None	PNRC ID card & "LIST" of Declaration of PNRC Membership	Copy of the list of supporting documents.
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**Title of Frontline Service : REFERRALS**

Schedule of Availability: Whole Year Round  
 Who May Avail of the Service: Parents of Students/Students/Faculty and Staff  
 What are the Requirements: Valid PNRC Membership ID Card  
 Duration: 15 - 30 minutes

**HOW TO AVAIL OF THE SERVICE:**

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1.	1. Show valid ID card or Proof of Enrolment	1. Interview the client/patient. Record same, course, complaint in the logbook.	5-15 minutes	Nurse	None	Daily Treatment Logbook	Name of Client/Patient, course and complaint recorded.



2.		2. Prepares and fills out Referral Slip and instructs client/patient what to do with the slip.	3-5 minutes	Nurse	None	Referral Slip with Return Slip	Referral Slip given to concerned with instructions on where to bring it and whom to approach and to return the Return Slip after seeing the concerned person/agency.
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**Title of Frontline Service : SUBMISSION OF LIST OF DECLARATION OF PNRC MEMBERS**

Schedule of Availability: June, July and October of the Year  
 Who May Avail of the Service: Students, Faculty and Staff  
 What are the Requirements: Payment of PNRC Membership  
 Duration: 10 - 30 minutes

**HOW TO AVAIL OF THE SERVICE:**

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1.	1. The Registrar and the cashier will provide copy of the list of college PNRC list of members.	Submits List of Declaration of PNRC members to	1 hour	Nurse	None	-do-	Photocopy record of the List stamped "received" by the PNRC Staff.



		PNRC Tangub City Chapter					
2.		Hands-in copy of the "LIST" stamped received by PNRC Staff to Cashier's Office.	10 minutes	Nurse	None	Voucher OR and "LIST"	Filled records of Returned Voucher to Cashier's Office with official receipt and LIST.

**Title of Frontline Service : TREATMENT OF STUDENTS/FACULTY/STAFF**

Schedule of Availability: Monday - Friday 8:00 AM - 5:00 PM  
 Who May Avail of the Service: Students, Faculty and Staff  
 What are the Requirements: Identification Card (Valid) or Proof of Enrolment for Students  
 Duration: Duration:

**HOW TO AVAIL OF THE SERVICE:**

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1.	1. health consultation with the college nurse	1. Interviews the client, records the name/course/compl	10 minutes	Nurse	None	Daily Treatment Logbook	Recorded book of Name/Course/Illness and injury .



		aint, its sign and symptoms.					
2.	Consults health problem with the nurse.	2. Inspects wounds/burns or any injured body parts of the client.	5 minutes	Nurse	None	Referral Slip with Return Slip	Recorded book of person with Treat wounds/burns or injured area.
		3. Dresses wounds/burns or applied treatment or first treat and injured body parts.	10-15 minutes	Nurse	None	None	
	2. signs daily treatment logbook	4. Issues non-prescription drugs to clients necessary for the healing of affected area and minor illness.				Daily treatment logbook	Record of Non-prescription drugs given to clients/patients.



**Title of Frontline Service : DETERMINATION OF BASELINE AND ENDLINE NUTRITIONAL STATUS SECONDARY STUDENTS**

Schedule of Availability: July and January of the Year  
Monday - Friday 8:00 AM - 5:00 PM

Who May Avail of the Service: All Secondary Students

What are the Requirements: Duly Filled up Personal Data and Nutrition Status Record

Duration: 25 - 30 minutes

**HOW TO AVAIL OF THE SERVICE:**

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1.	1. Fill out the Personal Data and Nutrition Status Record	1. Instructs students to fill out the personal data sheet with information such as name, date of birth, name of parents, home address.	5-10 minutes	Nurse	None	Personal Data & Students Nutrition Status Record	Filled out the PDNSR form.





2.		2. Measures height and weight of the students.	5 minutes	Nurse	None	-do-	Students Height & weight measurement.
		3. Records the height and weight of students in the PDNS.	2 minutes	Nurse	None	-do-	Students Height & weight record.
		4. Transfer the written names, date of birth, exact age when the height and weight were taken to the Nutrition Status Record Form.	2 minutes	Nurse	None	Nutrition Status Record form	Documented PDNSR
		5. Compute for the height in square meters, and Body Mass Index.	3 minutes	Nurse	None	WHO standard as adapted by DEPED	Students Height(in sq.m.) and BMI computation



		6. Determines the Body Mass Index per WHO Standard as adapted by DEPED.	3 minutes	Nurse	None	-do-	Nutritional Status Determined.
		7. Submits copy of the Nutritional Status of Secondary Students to DEPED, Tanguib City Division	30 minutes	Nurse	None	Nutritional Status of secondary students report	Copy of the submitted Nutritional status of Secondary Students.



## COLLEGE LIBRARY

**Title of Frontline Service : ISSUANCE OF LIBRARY CARD**

Schedule of Availability : Monday-Friday, 8:00-5:00pm  
Saturday, 8:00-4:00pm

Who may avail of the service : Students

What are the requirements : 1x1 Photo and Xerox copy of Certificate of Registration

Duration : 6 minutes

**HOW TO AVAIL OF THE SERVICE:**

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Location
1.	Submit photocopy of COR, Address, Contact No., and 1x1 recent picture	Set requirement and record student data	2 minutes	Admin Aide	Circulation
		Type student data to the Library card with 1x1 picture	3 minutes	Admin Aide	Circulation
2.	Claim the Library Card.	Release and have it signed by the student.	1 minutes	Admin Aide	Circulation



**Title of Frontline Service : LOCATE/BORROW AND RETURN BOOKS**

Schedule of Availability : Monday-Friday, 7:00-6:00pm  
 Who may avail of the service : Students, Faculty and Staff  
 Duration : 30 minutes

**HOW TO AVAIL OF THE SERVICE:**

Location/Borrowing Books Using Card Catalog					
Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Location
1.	Check the card catalog to verify if the book is/are available	Watch over the card catalog	2 minutes	Admin Aide	Reference
2.	Copy the call number written on the left corner of the card, the author and the title of the book, and location symbol if any.	Assist the clients	5 minutes		Reference hallway
3.	Proceed to the shelves to locate the book, get the book and use in the reading area. If the books cannot be found in the shelves, the user may ask assistance	Assist the clients	2 minutes	Admin Aide	Reference Hallway
4	If the books are to be taken out of the library, the borrower must fill up the information asked for the book card, then give the book	Verify the book thru title, accession number and issue the book to the borrower	2 minutes	Admin Aide	Circulation Desk



	card together with the library card to the librarian.				
<b>LOCATING/BORROWING BOOKS USING ONLINE PUBLIC ACCESS (Integrated Library System)</b>					
<b>Steps</b>	<b>Applicant/Client Activity</b>	<b>Service Provider Activity</b>	<b>Duration of Activity</b>	<b>Person In Charge</b>	<b>Location</b>
1	Click the provided search link. The Search will appear.	Watch over the borrower	2 minutes	IT-Admin Aide	Integrated Library System/ OPAC Area
2	On the search or field, supply the information (book title, author name, and subject title) needed	Assist the clients	2 minutes	IT- Admin Aided	Integrated Library System/ OPAC Area
3	Choose the search field type from the appearing in drop down-list	Assist the clients	2 minutes	IT-Admin Aide	Integrated Library System/ OPAC Area
4	Then click search. A filtered list of books related to the specified criteria will be displayed	Assist the clients	2 minutes	IT-Admin Aide	Integrated Library System/ OPAC Area
5	Copy the call number, the author and the title of the book and the location symbol	Assist the clients	5 minutes	IT-Admin Aide	Integrated Library System/ OPAC Area



6	Proceed to the shelves to locate the book, get the book and use in the reading area. If the book cannot be found in the shelves ask the librarian for assistance	Assist the clients	3 minutes	Librarian	Reference Hallway
7	If the book is to be taken out of the library, borrower fill up the Information asked for on the book card together with the library card to the librarian	Verify the book thru title, author, accession number and issue book to the borrower	5 minutes	Librarian	Circulation
<b>RETURNING BORROWED BOOKS</b>					
	<b>Applicant/Client Activity</b>	<b>Service Provider Activity</b>	<b>Duration of Activity</b>	<b>Person In Charge</b>	
1	Present book to the librarian	Fill up book card and return it to the owner	2 minutes	Librarian	Circulation
2	Books not return on the due date. Borrowers pay corresponding fine to the treasurer's office and sign on the logbook, indicating the amount of he/she paid.	Instruct the borrower to pay the penalty at the treasurer's office	3 minutes	Library Aide	Circulation



**Title of Frontline Service : SIGNING OF CLEARANCE**

Schedule of Availability : Monday-Friday, 8:00-5:00pm  
 Saturday, 8:00-4:00pm  
 Who may avail of the service : Students, Administrators, Faculty and Staff  
 What are the requirements : CLEARANCE  
 Duration : 3 minutes

**HOW TO AVAIL OF THE SERVICE:**

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Location
1.	Present Student/Administrator/Faculty/non-teaching staff clearance form	Library staff will counter sign clearance if student, administrator, faculty, non teaching has no accountability	2 minutes	College Librarian and Admin Aide	Circulation/Office of the College Librarian
2.	College Librarian III		1 minutes	College Librarian III	Circulation/Office of the College Librarian



**Title of Frontline Service : LIBRARY SERVICES FOR NON-PERSONNEL OF NMSC (VISITING USERS)**

Schedule of Availability : Monday-Friday, 8:00-5:00pm  
 Saturday, 8:00-4:00pm

Who may avail of the service : Students from other schools, employees of agencies

What are the requirements : Referral letter

Duration : 15 minutes

**HOW TO AVAIL OF THE SERVICE:**

VISITING USERS INCOMING FROM OTHER SCHOOLS					
Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Location
1.	Referral letter from their respective schools	Receive the referral letter	1 minute	Admin Aide	Circulation Desk
2.	Write name, date, school, and subjects	See to it that he/she fill up the data requirements	2 minutes	Admin Aide	Circulation Desk
3.	A receipt of P50.00 is asked from the users	Record the payment and have it signed by users	2 minutes	Admin Aide	Circulation Desk
4.	Proceed to the shelves to locate the book/s and other reading materials	Assist the users	5 minutes	Admin Aide	Reference Area
VISITING USERS OUTGOING (STUDENTS UNDERTAKEN RESEARCH FROM OTHER SCHOOLS)					
Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Location
1	Write name, school to be visited and subject to be researched	Encode students data on the referral form	3 minutes	Admin Aide	Circulation





2		Sign the referral letter	1 minute	College Librarian III	Office of the College Librarian
3	Claim the referral	Issue the referral	1 minute	College Librarian III	Office of the College Librarian

### **Title of Frontline Service : ACTIVATION OF E-LIBRARY ACCOUNTS**

Schedule of Availability : Monday-Friday, 8:00-5:00pm

Who may avail of the service : Students

Duration : 2 minutes

#### **HOW TO AVAIL OF THE SERVICE:**

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1.	Swiping of students ID at the barcode counter for paying students	E-library	1 minute	IT in-charge			Activation of student's account is identified and automatically included in the database.
2.	Presents the ID and final copy of enrolment/assessment form to the IT in-charge	E-library	1 minute	IT in-charge			Student's profile is manually activated by the IT in-charge by encoding his profile in the database.



**Title of Frontline Service : COMPUTER/INTERNET ACCESS IN THE E-LIBRARY**

Schedule of Availability : Monday-Friday, 8:00-5:00pm

Who may avail of the service : Students

Duration : 3 minutes

**HOW TO AVAIL OF THE SERVICE:**

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1.	Students queuing	E-Library		IT In-charge	None	None	IT in-charge overseeing the students activities
2.	Gives the Internet Card to the IT in-charge to utilize a PC	E-library	1 minute	IT In-charge	None	Internet Card	Record PC number utilized. Entered number of minutes to student's account. Returned the internet card.
3.	PC Utilized	E-library	1 minute	IT In-charge			IT in-charge overseeing the students activities



## OFFICE OF THE GUIDANCE COUNSELOR

Title of Frontline Services	: <b>INDIVIDUAL INVENTORY</b>
Schedule of Availability	: Monday – Saturday, 8:00 am – 5:00 pm
Who May Avail of the Services	: Students
What are the requirements	: Filled-out/Filed Guidance Forms
Duration	: 5-15 minutes

### HOW TO AVAIL OF THE SERVICES:

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1	Asks for the Student Personal Information Sheet (SPIS) to fill out	Issues Student Personal Information Sheet (SPIS)	2 minutes	Counselor/ Assistant	None	Student Personal Information Sheet	Student Personal Information Sheet (SPIS) issued
2	Fills out Student Personal Information Sheet (SPIS) with Paste the 2 x 2 ID picture	Guides client how to fill out Student Personal Information Sheet (SPIS)	10 seconds	Counselor/ Assistant	None	Student Personal Information Sheet	Taught students how to fill out Student Personal Information Sheet (SPIS) properly



3	Undergoes intake interview	Conducts intake interview	5-10 minutes	Counselor/ Assistant	None	Intake Interview	Intake interview conducted
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**Title of Frontline Services : INFORMATION AND ORIENTATION**

Schedule of Availability : As scheduled  
 Who May Avail of the Services : Students, Faculty and Staff, Parents  
 What are the requirements : Attendance  
 Duration : 1 hour or more

**HOW TO AVAIL OF THE SERVICES:**

**A. ORIENTATION**

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1	Reads the bulletin board for the schedule	Posts Announcements	1 minute	Counselor/ Assistant	None	Announcement	Announcements posted
2	Attends the orientation	Conducts Orientation	1 hour	Counselor/ Assistant	None	Attendance	Orientation conducted
3	Evaluates the activity	Gives out evaluation form	5 minutes	Counselor/ Assistant	None	Evaluation Form	Evaluation form issued



## B. SEMINARS/WORKSHOPS

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1	Reads the bulletin board for any schedule/s of seminars/workshops	Posts Announcements	1 minute	Counselor/ Assistant	None	Announcement	Announcements posted
2	Attends the seminar/workshop that you need	Conducts seminar/workshop	1 hour – 2 hours	Counselor/ Assistant	None	Attendance	Seminar/workshop conducted
3	Evaluates the activity	Gives out evaluation form	5 minutes	Counselor/ Assistant	None	Evaluation Form	Evaluation form issued

## FACULTY/STAFF WELLNESS PROGRAM

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1	Reads the bulletin board for the schedule	Posts announcements	1 minute	Counselor/ Assistant	None	Announcement	Announcements posted



2	Attends the wellness program	Conducts wellness program	1 hour – 2 hours	Counselor/ Assistant	None	Attendance	Wellness program conducted
3	Evaluates the activity	Gives out evaluation form	5 minutes	Counselor/ Assistant	None	Evaluation Form	Evaluation form issued

### C. CAREER MONTH CELEBRATION

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1	Be aware and reads the bulletin board for the whole month schedule	Posts schedules	1 minute	Counselor/ Assistant	None	Announcement	Schedules posted
2	Attends all the activities related to year level	Conducts the activities	1 hour – 2 hours	Counselor/ Assistant	None	Attendance	Activities conducted
3	Evaluates the activities	Gives out evaluation form	5 minutes	Counselor/ Assistant	None	Evaluation Form	Evaluation form issued



**Title of Frontline Services : TESTING SERVICE**

Schedule of Availability : As scheduled

Who May Avail of the Services : Students

Duration : 1 hour 7 minutes

**HOW TO AVAIL OF THE SERVICES:**

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1	Looks for the schedule for testing	Posts Schedules	1 minute	Counselor/ Assistant	None	Announcement	Schedules posted
2	Takes the entrance test	Conducts entrance test	1 hour	Counselor/ Assistant	None	Attendance Answer Sheet	Entrance test conducted and administered
3	Gets an Enrollment Procedure form	Gives out enrollment procedure form	1 minute	Counselor/ Assistant	None	Enrollment Procedure	Form signed
4	Listens to the interpretation of the test results	Explains the test results	3-5 minutes	Counselor/ Assistant	None	None	Test results explained



**Title of Frontline Services : COUNSELING SERVICE**

Schedule of Availability : 8:00 AM – 5:00 PM

Who May Avail of the Services : Students

Duration : 15-20 minutes

**HOW TO AVAIL OF THE SERVICES:**

**A. ROUTINE INTERVIEW/WALK-IN CLIENTS**

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1	Fills out the Appointment Form	Guides how to fill out the form	5 minutes	Counselor/ Assistant	None	Appointment Form	Taught client how to fill out the form
2	Gives the form to the Counselor	Receives and checks the form	2 minutes	Counselor	None	Appointment Form	Form received and checked
3	Gets interviewed	Conducts interview	15-20 minutes	Counselor	None	Routine Interview Form	Interview conducted
4	Receives the Certificate of Counseling	Issues Certificate of Counseling	1 minute	Counselor	None	Certificate of Counseling	Certificate of Counseling issued





**B. INTERVIEW WITH THE SHIFTEE**

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1	Fills out the Appointment Form	Guides how to fill out the form	5 minutes	Counselor/ Assistant	None	Appointment Form	Taught client how to fill out the form
2	Gives the form to the Counselor/Assistant	Receives and checks the form	2 minutes	Counselor/ Assistant	None	Appointment Form	Form received and checked
3	Fills out the Shifting Form	Guides how to fill out the form	5 minutes	Counselor/ Assistant	None	Shifting Form	Taught client how to fill out the form
4	Gets interviewed by the Counselor	Conducts interview	20 minutes	Counselor	None	Shifting Form	Interview conducted
5	Proceeds to the Officer/Dept. Chairman concerned for approval	Reads, checks and signs the form	5 minutes	Dept. Chairman	None	Shifting Form	Form read, checked and signed
6	Cut off the form and give a copy to the Registrar's Office	Receives, checks the form	5 minutes	Registrar	None	Shifting Form	Form read, checked



7	Gives the signed copy to the Counselor	Receives the signed Form	2 minutes	Counselor/ Assistant	None	Shifting Form	Form received
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**C. EXIT INTERVIEW (NON-GRADUATING STUDENTS)**

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1	Fills out the Appointment Form	Guides how to fill out the form	5 minutes	Counselor/ Assistant	None	Appointment Form	Taught client how to fill out the form
2	Gives the form to the Counselor/Assistant	Receives and checks the form	2 minutes	Counselor/ Assistant	None	Appointment Form	Form received and checked
3	Fills out the Exit Interview Form	Guides how to fill out the form	5 minutes	Counselor/ Assistant	None	Exit Interview Form	Taught client how to fill out the form
4	Gets interviewed	Conducts interview	5-15 minutes	Counselor/ Assistant	None	Session Summary	Interview conducted



#### D. CASE CONFERENCE/CONSULTATION WITH PARENTS

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1	Fills out the Consultation Form	Guides how to fill out the form	5 minutes	Counselor/ Assistant	None	Consultation Form	Taught client how to fill out the form
2	Gives the form to the Counselor/Assistant	Receives and checks the form	2 minutes	Counselor/ Assistant	None	Appointment Form	Form received and checked
3	Start of the consultation to be led by the counselor	Conducts consultation	20 minutes	Counselor	None	Consultation Form  Session Summary	Consultation conducted



**Frontline Services : REFERRAL SERVICE**

Schedule of Availability : 8:00 AM – 5:00 PM  
 Who May Avail of the Services : Students, Faculty/Staff, Parents  
 Duration : 12-22 minutes

**HOW TO AVAIL OF THE SERVICES:**

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1	Fills out the Referral Form A for Individual and Referral Form B for Group	Guides how to fill out the form	5 minutes	Student/Faculty Staff/Parent	None	Referral Form/s	Taught client how to fill out the form
2	Indicates the Reason/s for Referral: <ul style="list-style-type: none"> <li>✓ Absenteeism/Tardiness</li> <li>✓ Poor academic performance</li> <li>✓ Others</li> </ul>	Guides and checks the client in filling out the form correctly	2 minutes	Counselor/Assistant	None	Referral Form/s	Taught client how to fill out the form
3	Consults the Counselor regarding the referral	Conducts interview, consultation and advise	5-15 minutes	Counselor/Assistant	None	Consultation Form	Interview, consultation and advise conducted



**Title of Frontline Services : PLACEMENT SERVICE**

Schedule of Availability : 8:00 AM – 5:00 PM

Who May Avail of the Services : Students, Alumni, Outsiders

Duration : 1 day, 4 hours and 6 minutes

**HOW TO AVAIL OF THE SERVICES:**

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1	Be aware of the schedule for the Pre-Employment Seminar and Mock Interview for Graduating Students	Posts Schedules	1 minute	Counselor/Assistant	None	Announcement	Announcements/schedule posted
2	Attends the activities	Prepares, Holds activities	1 and a half day	Counselor/Assistant	None	Attendance	Activities carried out
3	Evaluates the activities	Gives out evaluation form	5 minutes	Counselor/Assistant	None	Evaluation Form	Evaluated Form given/issued and collected



## SECURITY SERVICES

Title of Frontline Services : **SECURITY CHECK AT THE GATE**

Schedule of Availability : 8:00 AM – 5:00 PM

Who May Avail of the Services : Students, Alumni, Visitors, Outsiders

Duration : 2-5 minutes

### HOW TO AVAIL OF THE SERVICES:

Steps	Applicant/Client Activity	Service Provider Activity	Duration of Activity	Person In Charge	Fees	Forms	Output from the Service Provider
1	<b>For Student</b> , presents oneself in complete uniform and shows student ID; <b>For Employee</b> , presents oneself and in uniform and shows ID; <b>For guest</b> , leaves personal ID and signs the logbook	Asks queries for reasons of visits to guest who would like to enter the school premise and checks bag and luggage and guides them to their destination; checks students and	2 minute	Security Guard Assigned		Logbook	Security provided



		employees entering the school premise					
2	<b>For outgoing State College official vehicles,</b> accomplishes trip ticket with travel order	Checks, records plate number; asks for travel order and trip tickets; records time of departure	2 minutes	Security Guard Assigned	None	Travel order, trip tickets	Security provided
3	<b>For returning official vehicle of the State College,</b> submits vehicle to check for security purposes.	Checks vehicle for security purposes; records time of arrival	2 minutes	Security Guard Assigned	None		Security provided
4.	<b>For guest with vehicle,</b> submits vehicle to check for security purposes and presents driver's license (if necessary) and signs in the logbook	Checks vehicle, records plate number, asks for driver's license (if necessary); guides guests to the parking area	2 minutes	Security Guard Assigned	None		Security provided



5.	<b>For Students with Vehicle</b> , submits vehicle for security purposes, wears complete uniform and presents ID	Checks vehicle, records plate number, asks for driver's license (if necessary); guides students to the parking area	2 minutes	Security Guard Assigned	None		Security provided
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# APPENDICES



## FEEDBACK FORM

So that we can serve you better, please let us know your comments, suggestions, complaints and/or compliments regarding the quality of the service that you received from us. Just check the appropriate space below:

**COMPLAINT** \_\_\_\_\_

**COMPLIMENT** \_\_\_\_\_

**SUGGESTION** \_\_\_\_\_

**COMMENT** \_\_\_\_\_

**Please identify the Official/employee/Office Concerned:** \_\_\_\_\_

**Brief Narration Concerning the Incident:**

[You may also use the back portion of this sheet or another sheet]

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_.

**What would you recommend to improve the service from us?**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_.

**Name (optional)** \_\_\_\_\_ **Course/Year** \_\_\_\_\_

**If not a student, give address:** \_\_\_\_\_.

**Contact Number: Telephone:** \_\_\_\_\_ **Cellular:** \_\_\_\_\_

**Email Address:** \_\_\_\_\_ **Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_



**REPUBLIC OF THE PHILIPPINES**  
**Congress of the Philippines**  
**Metro Manila**

**Seventeenth Congress**  
**Second Regular Session**

*Begun and held in Metro Manila, on Monday, the twenty-fourth day of July, two thousand seventeen.*

**REPUBLIC ACT No. 11032**

**AN ACT PROMOTING EASE OF DOING BUSINESS AND EFFICIENT DELIVERY OF GOVERNMENT SERVICES, AMENDING FOR THE PURPOSE  
REPUBLIC ACT NO. 9485, OTHERWISE KNOWN AS THE ANTI-RED TAPE ACT OF 2007, AND FOR OTHER PURPOSES**

*Be it enacted by the Senate and House of Representatives of the Philippines in Congress assembled:*

**Section 1.** Section 1 of Republic Act No. 9485, otherwise known as the "Anti-Red Tape Act of 2007", is hereby amended to read as follows:

"Sec. 1. *Short Title.* – This Act shall be known as the Ease of Doing Business and Efficient Government Service Delivery Act of 2018"

**Section 2.** Section 2 of the same Act is hereby amended to read as follows:

"Sec. 2. *Declaration of Policy.* – It is hereby declared the policy of the State to promote integrity, accountability, proper management of public affairs and public property as well as to establish effective practices, aimed at efficient turnaround of the delivery of government services and the prevention of graft and corruption in government. Towards this end, the State shall maintain honesty and responsibility among its public officials and employees, and shall take appropriate measures to promote transparency in each agency with regard to the manner of transacting with the public, which shall encompass a program for the adoption of simplified requirements and procedures that will reduce red tape and expedite business and nonbusiness related transactions in government.

**Section 3.** Section 3 of the same Act is hereby amended to read as follows:



"Sec. 3. *Coverage*. – This Act shall apply to all government offices and agencies including local government units (LGUs), government-owned or controlled corporations and other government instrumentalities, whether located in the Philippines or abroad, that provide services covering business and nonbusiness related transactions as defined in this Act."

**Section 4.** Section 4 of the same Act is hereby amended to read as follows:

"Sec. 4. Definition of Terms. – As used in this Act, the following terms are defined as follows:

"(a) *Action* refers to the written approval or disapproval made by a government office or agency on the application or request submitted by an applicant or requesting party for processing;

"(b) *Business One Stop Shop (BOSS)* – a single common site or location, or a single online website or portal designated for the Business Permit and Licensing System (BPLS) of an LGU to receive and process applications, receive payments, and issue approved licenses, clearances, permits, or authorizations;

"(c) *Business-related transactions* – a set of regulatory requirements that a business entity must comply with to engage, operate or continue to operate a business, such as, but not limited to, collection or preparation of a number of documents, submission to national and local government authorities, approval of application submitted, and receipt of a formal certificate or certificates, permits, licenses which include primary and secondary, clearances and such similar authorization or documents which confer eligibility to operate or continue to operate as a legitimate business;

"(d) *Complex transactions* – applications or requests submitted by applicants or requesting parties of a government office which necessitate evaluation in the resolution of complicated issues by an officer or employee of said government office, such transactions to be determined by the office concerned;

"(e) *Fixer* – any individual whether or not officially involved in the operation of a government office or agency who has access to people working therein, and whether or not in collusion with them, facilitates speedy completion of transactions for pecuniary gain or any other advantage or consideration;

"(f) *Government service* – the process or transaction between applicants or requesting parties and government offices or agencies involving applications for any privilege, right, reward, license, clearance, permit or authorization, concession, or for any modification, renewal or extension of the enumerated applications or requests which are acted upon in the ordinary course of business of the agency or office concerned;

"(g) *Highly technical application* – an application which requires the use of technical knowledge, specialized skills and/or training in the processing and/or evaluation thereof;



"(h) *Nonbusiness transactions* – all other government transactions not falling under Section 4 (c) of this Act;

"(i) *Officer or employee* – a person employed in a government office or agency required to perform specific duties and responsibilities related to the application or request submitted by an applicant or requesting party for processing;

"(j) *Processing time* – the time consumed by an LGU or national government agency (NGA) from the receipt of an application or request with complete requirements, accompanying documents and payment of fees to the issuance of certification or such similar documents approving or disapproving an application or request;

"(k) *Red tape* – any regulation, rule, or administrative procedure or system that is ineffective or detrimental in achieving its intended objectives and, as a result, produces slow, suboptimal, and undesirable social outcomes;

"(l) *Regulation* – any legal instrument that gives effect to a government policy intervention and includes licensing, imposing information obligation, compliance to standards or payment of any form of fee, levy, charge or any other statutory and regulatory requirements necessary to carry out activity; and

"(m) *Simple transactions* – applications or requests submitted by applicants or requesting parties of a government office or agency which only require ministerial actions on the part of the public officer or employee, or that which present only inconsequential issues for the resolution by an officer or employee of said government."

**Section 5.** Section 5 of the same Act is hereby amended to read as follows:

"Sec. 5. *Reengineering of Systems and Procedures.* – All offices and agencies which provide government services are hereby mandated to regularly undertake cost compliance analysis, time and motion studies, undergo evaluation and improvement of their transaction systems and procedures and reengineer the same if deemed necessary to reduce bureaucratic red tape and processing time.

"The Anti-Red Tape Authority, created in this Act, shall coordinate with all government offices covered under Section 3 of this Act in the review of existing laws, executive issuances and local ordinances, and recommend the repeal of the same if deemed outdated, redundant, and adds undue regulatory burden to the transacting public.



"All proposed regulations of government agencies under Section 3 of this Act shall undergo regulatory impact assessment to establish if the proposed regulation does not add undue regulatory burden and cost to these agencies and the applicants or requesting parties: *Provided*, That when necessary, any proposed regulation may undergo pilot implementation to assess regulatory impact.

"Upon effectivity of this Act, all LGUs and NGAs are directed to initiate review of existing policies and operations and commence with the reengineering of their systems and procedures in compliance with the provisions of this Act, pending the approval of the implementing rules and regulations (IRR) thereof."

**Section 6.** Section 6 of the same Act is hereby amended to read as follows:

"Sec. 6. *Citizen's Charter*. – All government agencies including departments, bureaus, offices, instrumentalities, or government-owned and/or –controlled corporations, or LGUs shall set up their respective most current and updated service standards to be known as the Citizen's Charter in the form of information billboards which shall be posted at the main entrance of offices or at the most conspicuous place, in their respective websites and in the form of published materials written either in English, Filipino, or in the local dialect, that detail:

"(a) A comprehensive and uniform checklist of requirements for each type of application or request;

"(b) The procedure to obtain a particular service;

"(c) The person/s responsible for each step;

"(d) The maximum time to conclude the process;

"(e) The document/s to be presented by the applicant or requesting party, if necessary;

"(f) The amount of fees, if necessary; and

"(g) The procedure for filing complaints."



**Section 7.** A new Section 7 is hereby inserted after Section 6 of the same Act to read as follows:

"Sec. 7. *Zero-Contact Policy*. – Except during the preliminary assessment of the request and evaluation of sufficiency of submitted requirements, no government officer or employee shall have any contact, in any manner, unless strictly necessary with any applicant or requesting party concerning an application or request. Once the Department of Information and Communications Technology (DICT) has completed a web-based software enabled business registration system that is acceptable to the public as mandated under Section 26 of this Act, all transactions shall be coursed through such system. All government agencies including LGUs shall adopt a zero-contact policy."

**Section 8.** Section 7 of the same Act is hereby renumbered as Section 8 to read as follows:

"Sec. 8. *Accountability of Heads of Offices and Agencies*. – The head of the office or agency shall be primarily responsible for the implementation of this Act and shall be held accountable to the public in rendering fast, efficient, convenient and reliable service. All transactions and processes are deemed to have been made with the permission or clearance from the highest authority having jurisdiction over the government office or agency concerned."

**Section 9.** Section 8 of the same Act is hereby amended and renumbered as Section 9 to read as follows:

"Sec. 9. *Accessing Government Services*. – The following shall adopted by all government offices and agencies:

"(a) Acceptance of Applications or Requests. –

"(1) All officers or employees shall accept written applications, requests, and/or documents being submitted by applicants or requesting parties of the offices or agencies.

"(2) The receiving officer or employee shall perform a preliminary assessment of the application or request submitted with its supporting documents to ensure a more expeditious action on the application or request. The receiving officer or employee shall immediately inform the applicant or requesting party of any deficiency in the accompanying requirements, which shall be limited to those enumerated in the Citizen's Charter.

"(3) The receiving officer or employee shall assign a unique identification number to an application or request, which shall be the identifying number for all subsequent transactions between the government and the applicant or requesting party regarding such specific application or request.



"(4) The receiving officer or employee shall issue an acknowledgement receipt containing the seal of the agency, the name of the responsible officer or employee, his/her unit and designation, and the date and time of receipt of such application or request.

"(b) Action of Offices. –

"(1) All applications or requests submitted shall be acted upon by the assigned officer or employee within the prescribed processing time stated in the Citizen's Charter which shall not be longer than three (3) working days in the case of simple transactions and seven (7) working days in the case of complex transactions from the date the request and/or complete application or request was received.

"For applications or requests involving activities which pose danger to public health, public safety, public morals, public policy, and highly technical application, the prescribed processing time shall in no case be longer than twenty (20) working days or as determined by the government agency or instrumentality concerned, whichever is shorter.

"The maximum time prescribed above may be extended only once for the same number of days, which shall be indicated in the Citizen's Charter. Prior to the lapse of the processing time, the office or agency concerned shall notify the applicant or requesting party in writing of the reason for the extension and final date of release of the government service/s requested. Such written notification shall be signed by the applicant or requesting party to serve as proof of notice.

"If the application or request for license, clearance permit, certification or authorization shall require the approval of the local *Sangguniang Bayan*, *Sangguniang Panlungsod*, or the *Sangguniang Panlalawigan* as the case may be, the *Sanggunian* concerned shall be given a period of forty-five (45) working days to act on the application or request, which can be extended for another twenty (20) working days. If the local *Sanggunian* concerned has denied the application or request, the reason for the denial, as well as the remedial measures that may be taken by the applicant shall be cited by the concerned *Sanggunian*.

"In cases where the cause of delay is due to force majeure or natural or man-made disasters, which result to damage or destruction of documents, and/or system failure of the computerized or automatic processing, the prescribed processing times mandated in this Act shall be suspended and appropriate adjustments shall be made.

"(2) No application or request shall be returned to the applicant or requesting party without appropriate action. In case an application or request is disapproved, the officer or employee who rendered the decision shall send a formal notice to the applicant or requesting party within the prescribed processing time, stating therein the reason for the disapproval. A finding by a





competent authority of a violation of any or other laws by the applicant or requesting party shall constitute a valid ground for the disapproval of the application or request, without prejudice to other grounds provided in this Act or other pertinent laws.

"(c) Denial of Application or Request for Access to Government Service. – Any denial of application or request for access to government service shall be fully explained in writing, stating the name of the person making the denial and the grounds upon which such denial is based. Any denial of application or request is deemed to have been made with the permission or clearance from the highest authority having jurisdiction over the government office or agency concerned.

"(d) Limitation of Signatories – The number of signatories in any document shall be limited to a maximum of three (3) signatures which shall represent officers directly supervising the office or agency concerned: *Provided*, That in case the authorized signatory is on official business or official leave, an alternate shall be designated as signatory. Electronic signatures or pre-signed license, clearance, permit, certification or authorization with adequate security and control mechanism may be used.

"(e) Electronic Versions of Licenses, Clearances, Permits, Certifications or Authorizations. – All government agencies covered under Section 3 of this Act shall, when applicable, develop electronic versions of licenses, clearances, permits, certifications or authorizations with the same level of authority as that of the signed hard copy, which may be printed by the applicants or requesting parties in the convenience of their offices.

"(f) Adoption of Working Schedules to Serve Applicants or Requesting Parties. – Heads of offices and agencies which render government services shall adopt appropriate working schedules to ensure that all applicants or requesting parties who are within their premises prior to the end of official working hours are attended to and served even during lunch break and after regular working hours.

"(g) Identification Card. – All employees transacting with the public shall be provided with an official identification card which shall be visibly worn during office hours.

"(h) Establishment of Public Assistance/Complaints Desk. – Each office or agency shall establish a public assistance/complaints desk in all their offices."

**Section 10.** Section 9 of the same Act is hereby amended and renumbered as Section 10 to read as follows:

"Sec. 10. *Automatic Approval or Automatic Extension of License, Clearance, Permit, Certification or Authorization.* – If a government office or agency fails to approve or disapprove an original application or request for issuance of license, clearance, permit, certification or authorization within the prescribed processing time, said application or request shall be deemed approved: *Provided*, That all required documents have been submitted and all required fees



and charges have been paid. The acknowledgment receipt together with the official receipt for payment of all required fees issued to the applicant or requesting party shall be enough proof or has the same force and effect of a license, clearance, permit, certification or authorization under this automatic approval mechanism.

"if a government office or agency fails to act on an application or request for renewal of a license, clearance, permit, certification or authorization subject for renewal within the prescribed processing time, said license, clearance, permit, certification or authorization shall automatically be extended: *Provided*, That the Authority, in coordination with the Civil Service Commission (CSC), Department of Trade and Industry (DTI), Securities and Exchange Commission (SEC), Department of the Interior and Local Government (DILG) and other agencies which shall formulate the IRR of this Act, shall provide a listing of simple, complex, highly technical applications, and activities which pose danger to public health, public safety, public morals or to public policy."

**Section 11.** New sections to be numbered as Sections 11, 12, 13, 14, 15, 16, 17, 18 and 19 are hereby inserted after Section 9 of the same Act, to read as follows:

"Sec. 11. *Streamlined Procedures for the Issuance of Local Business Licenses, Clearances, Permits, Certifications or Authorizations.* – The LGUs are mandated to implement the following revised guidelines in the issuance of business licenses, clearances, permits, certifications or authorizations:

"(a) A single or unified business application form shall be used in processing new applications for business permits and business renewals which consolidates all the information of the applicant or requesting party by various local government departments, such as, but not limited to, the local taxes and clearances, building clearance, sanitary permit, zoning clearance, and other specific LGU requirements, as the case may be, including the fire clearance from the Bureau of Fire Protection (BFP). The unified form shall be made available online using technology-neutral platforms such as, but not limited to, the central business portal or the city/municipality's website and various channels for dissemination. Hard copies of the unified forms shall likewise be made available at all times in designated areas of the concerned office and/or agency.

"(b) A one-stop business facilitation service, hereinafter referred to as the business one stop shop, (BOSS) for the city/municipality's business permitting and licensing system to receive and process manual and/or electronic submission of application for license, clearance, permit, certification or authorization shall be established within the cities/municipalities' *Negosyo Center* as provided for under Republic Act No. 10644, otherwise known as the "Go Negosyo Act." There shall be a queuing mechanism in the BOSS to better manage the flow of applications among the LGUs' departments receiving and processing applications. LGUs shall implement collocation of the offices of the treasury, business permits and licensing office, zoning office, including the BFP, and other relevant city/municipality offices/departments, among others, engaged in starting a business, dealing with construction permits.



"(c) Cities/Municipalities are mandated to automate their business permitting and licensing system or set up an electronic BOSS within a period of three (3) years upon the effectivity of this Act for a more efficient business registration processes. Cities/Municipalities with electronic BOSS shall develop electronic versions of licenses, clearances, permits, certifications or authorizations with the same level of authority, which may be printed by businesses in the convenience of their offices. The DICT shall make available to LGUs the software for the computerization of the business permit and licensing system. The DICT, DTI, and DILG, shall provide technical assistance in the planning and implementation of a computerized or software-enabled business permitting and licensing system.

"(d) To lessen the transaction requirements, other local clearances such as, but not limited to, sanitary permits, environmental and agricultural clearances shall be issued together with the business permit.

"(e) Business permits shall be valid for a period of one (1) year. The city/municipality may have the option to renew business permits within the first month of the year or on the anniversary date of the issuance of the business permit.

"(f) Barangay clearances and permits related to doing business shall be applied, issued, and collected at the city/municipality in accordance with the prescribed processing time of this Act: *Provided*, That the share in the collections shall be remitted to the respective barangays.

"The pertinent provisions of Republic Act No. 7160, otherwise known as "The Local Government Code of 1991", specifically Article IV, Section 152(c) is hereby amended accordingly."

"Sec. 12. *Streamlined Procedures for Securing Fire Safety Evaluation Clearance (FSEC), Fire Safety Inspection Certificate (FSIC), and Certification of Fire Incidents for Fire Insurance.*- For the issuance of FSEC, FSIC, and certification of fire incidents, the following shall be adopted to make business permitting more efficient:

"(a) Issuance of FSEC and FSIC shall in no case be longer than seven (7) working days;

"(b) For new business permit application, the FSIC already issued during the occupancy permit stage shall be sufficient as basis for the issuance of the FSIC for a business entity as a requirement for the business permit;



"(c) For renewal of business permit, the BFP shall, within three (3) working days from application, present the FSIC to the city/municipality, either thru the copy of the FSIC or the negative/positive list: *Provided*, That the business entity shall inform the BFP and submit the necessary documentary requirements if renovations, modifications or any form of alterations are made to the original building structure thirty (30) working days before the expiration of the business permit;

"(d) If the BFP fails to furnish the city/municipality with an FSIC or to inform the same through the negative/positive list within three (3) working days from the application of business renewal, the business entity shall be deemed to have a temporary valid FSIC and, therefore, shall serve as the basis for the automatic renewal of the business permit;

"(e) Issuance of the certification of fire incident for fire insurance purposes shall in no case be longer than twenty (20) working days, and may be extended only once for another twenty (20) working days;

"(f) The BFP or any of its officials or employees shall not sell, offer to sell, or recommend specific brands of fire extinguishers and other fire safety equipment to any applicant or requesting party or business entity. Any violation thereof shall be punishable by imprisonment of one (1) year to six (6) years and a penalty of not less than Five hundred thousand pesos (P500,000.00), but not more than Two million pesos (P2,000,000.00);

"(g) The BFP shall collocate with the BOSS or in an appropriate area designated by the city/municipality within its premises to assess and collect the fire safety inspection fees;

"(h) The BFP may enter into agreements with cities/municipalities, allowing the latter to be deputized as assessors and/or collecting agents for the fire safety inspection fees; and

"(i) The BFP shall develop and adopt an online or electronic mechanism in assessing fees, collecting/accepting payments and sharing/exchange of other relevant data on business permit processing.

"The pertinent provisions of Republic Act No. 9514, otherwise known as the "Revised Fire Code of the Philippines of 2008", are hereby amended accordingly."

"Sec. 13. *Central Business Portal (CBP)*. – To eliminate bureaucratic red tape, avert graft and corrupt practices and to promote transparency and sustain ease of doing business, the DICT shall be primarily responsible in establishing, operating and maintaining a CBP or other similar technology, as the DICT may prescribe.



"The CBP shall serve as a central system to receive applications and capture application data involving business-related transactions, including primary and secondary licenses, and business clearances, permits, certifications, or authorizations issued by the LGUs: *Provided*, That the CBP may also provide links to the online registration or application systems established by NGAs.

"The DICT, upon consultation with the National Privacy Commission (NPC), NGAs and LGUs shall issue rules and guidelines on the following: (a) the establishment, operation and maintenance of the CBP; and (b) the use of electronic signatures.

"The DICT is hereby mandated to implement an Interconnectivity Infrastructure Development Program for interconnectivity between and among NGAs and LGUs.

"The DICT, in coordination with other concerned NGAs and LGUs shall also conduct information dissemination campaigns aimed towards raising public awareness on the existence of the CBP and the improved access to and effective utilization of the program."

"Sec. 14. *Philippine Business Databank (PBD)*. – Within a period of one (1) year from the effectivity of this Act, the DICT, in coordination with the concerned agencies, shall established, manage and maintain a PBD which shall provide the concerned NGAs and LGUs access to data and information of registered business entities for purposes of verifying the validity, existence of and other relevant information pertaining to business entities. All concerned NGAs and LGUs shall either link their own database with the system or periodically submit to the system updates relevant to the information registered with them.

"The DICT, in consultation with the DTI, SEC, Cooperative Development Authority (CDA), NPC, DILG, LGUs, and other concerned agencies, shall issue the IRR on the development management, operation and maintenance of the PBD within three (3) months from the effectivity of this Act.

"Documents already submitted by an applicant or requesting party to an agency which has access to the PBD shall no longer be required by other NGAs and LGUs having the same access. Documents or information shall be crosschecked and retrieved in the PBD.

"At the local government level, the city or municipal business process and licensing office shall not require the same documents already provided by an applicant or requesting party to the local government departments in connection with other business-related licenses, clearances, permits, certifications or authorizations such as, but not limited to, tax clearance, occupancy permit and barangay clearance."



"Sec. 15. *Interconnectivity Infrastructure Development.* – In order to expedite the processing of licenses, clearances, permits, certifications or authorizations, the Authority, together with the DICT, shall develop a fast and reliable interconnectivity infrastructure. In relation to this, the processing and approval of licenses, clearances, permits, certifications or authorizations for the installation and operation of telecommunication, broadcast towers, facilities, equipment and service shall be:

"(a) a total of seven (7) working days for those issued by the barangay;

"(b) a total of seven (7) working days for those issued by LGUs; and

"(c) seven (7) working days for those issued by NGAs.

"If the granting authority fails to approve or disapprove an application for a license, clearance, permit, certification or authorization within the prescribed processing time, said application shall be deemed approved: *Provided*, That when the approval of the appropriate local legislative body is necessary, a no extendible period of twenty (20) working days is hereby prescribed.

"For homeowners and other community clearances, the officers of the homeowners association shall be given ten (10) working days to refer the application to the members of the association pursuant to Section 10(k) of Republic Act No. 9904, otherwise known as the "Magna Carta for Homeowners and Homeowners Associations": *Provided*, That a no extendible period of thirty (30) working days is granted the homeowners association to give its consent or disapproval: *Provided, further*, That in case of disapproval, the granting authority shall notify the applicant or requesting party within the prescribed period of the reason/s for disapproval as well as remedial measures that may be taken by the applicant or requesting party.

"Within three (3) months upon the approval of the IRR of this Act, the Authority, in coordination with the DICT, shall review and recommend the repeal of outdated, redundant and unnecessary licenses, clearances, permits, certifications or authorizations being required by NGAs, LGUs, and private entities."

"Sec. 16. *Anti-Red Tape Unit in the Civil Service Commission (CSC).* – The CSC shall maintain an anti-red tape unit in its central and all its regional offices, utilize Report Card Survey findings for purposive and integrated government-wide human resource systems and programs toward efficient delivery of government service as contemplated in this Act; and receive, review, hear, and decide on complaints on erring government employees and officials and noncompliance with the provisions of this Act."

"Sec. 17. *Anti-Red Tape Authority.* – To ensure the attainment of the objectives of this Act, there is hereby created the Anti-Red Tape Authority, herein referred to as the Authority, which shall be organized within six (6) months after the effectivity of this Act. The authority shall be attached to the Office of the President.



"The Authority shall have the following powers and functions:

- "(a) Implement and oversee a national policy on anti-red tape and ease of doing business;
- "(b) Implement various ease of doing business and anti-red tape reform initiatives aimed at improving the ranking of the Philippines;
- "(c) Monitor and evaluate the compliance of agencies covered under Section 3 of this Act, and issue notice of warning to erring and/or noncomplying government employees or officials;
- "(d) Initiate investigation, *motu proprio* or upon receipt of a complaint, refer the same to the appropriate agency, or file cases for violations of this Act;
- "(e) Assist complainants in filing necessary cases with the CSC, the Ombudsman and other appropriate courts, as the case may be;
- "(f) Recommend policies, processes and systems to improve regulatory management to increase the productivity, efficiency, and effectiveness of business permitting and licensing agencies;
- "(g) Review proposed major regulations of government agencies, using submitted regulatory impact assessments, subject to proportionality rules to be determined by the Authority;
- "(h) Conduct regulatory management training programs to capacitate NGAs and LGUs to comply with sound regulatory management practices;
- "(i) Prepare, in consultation with the appropriate agencies, regulatory management manuals for all government agencies and/or instrumentalities and LGUs;
- "(j) Provide technical assistance and advisory opinions in the review of proposed national or local legislation, regulations or procedures;
- "(k) Ensure the dissemination of and public access to information on regulatory management system and changes in laws and regulations relevant to the public by establishing the Philippine Business Regulations Information System;



"(l) Enlist the assistance of the CSC, DTI and other government agencies in the implementation of its powers and functions provided for in this Act; and

"(m) Perform such acts as may be necessary to attain the objectives of this Act."

"Sec. 18. *Composition of the Authority*- The Authority shall be headed by a Director General to be appointed by the President of the Philippines upon effectivity of this Act, and such appointment shall be coterminous with the tenure of the President of the Philippines. The Director General shall enjoy the benefits, privileges, and emoluments equivalent to the rank of Secretary.

"The Director General shall oversee the day-to-day operations of the Authority. He/She shall be assisted by three (3) Deputy Directors General each for legal, operations, and administration and finance: *Provided*, That they are career officials as defined in existing laws, rules and regulations. The Deputy Directors General shall enjoy the benefits, privileges, and emoluments equivalent to the rank of Undersecretary and shall likewise be appointed by the President of the Philippines.

"The Director General of the Authority, in consultation with the CSC, DTI and the Department of Budget and Management (DBM), shall determine the organizational structures including regional or field offices, qualification standards, staffing pattern and compensation of the newly created Authority in accordance with existing laws, rules and regulations: *Provided*, That in the absence of regional or field offices, the Authority may deputize the regional personnel of the DTI to perform its powers and functions."

"Sec. 19. *Ease of Doing Business and Anti-Red Tape Advisory Council*- There is hereby created an Ease of Doing Business and Anti-Red Tape Advisory Council, herein referred to as the Council. It shall be composed of the Secretary of the DTI as Chairperson, the Director General of the Authority as Vice-Chairperson, the Secretaries of the DICT, DILG and Department of Finance (DOF), and two (2) representatives from the private sector as the members. The department secretaries may designate their representatives, who shall sit in a permanent capacity, with no less than Undersecretary in rank, and their acts shall be considered the acts of their principals. The private sector representatives shall be appointed by the President of the Philippines for a term of three (3) years, and may be reappointed only once, from the nominees submitted by reputable business groups or associations.

"The Council shall be the policy and advisory body to the Authority. The Council shall formulate policies and programs that will continuously enhance and improve the country's competitiveness and ease of doing business. Towards this end, the Council shall have the following powers and functions:

"(a) Plan, draft and propose a national policy on ease of doing business and anti-red tape;





"(b) Recommend policies, processes and systems to improve regulatory management to increase the productivity, efficiency, and effectiveness of permitting and licensing agencies;

"(c) Design and identify systems that will continuously enhance and improve the delivery of services in government and ease of doing business in the country;

"(d) Authorize the creation or appointment of specific working groups or task forces in aid of the implementation of this Act;

"(e) Propose legislation, amendments or modifications to Philippine laws related to anti-red tape and ease of doing business;

"(f) Periodically review and assess the country's competitiveness performance, challenges, and issues;

"(g) Provide technical assistance and advisory opinions in the review of proposed national or local legislation, regulations, or procedures;

"(h) Recommend to the Authority the issuance of the appropriate measures to promote transparency and efficiency in business practices and delivery of services in government; and

"(i) Perform such other functions as may be necessary or as may be directed by the President of the Philippines for the successful implementation to attain the objectives of this Act.

"The Authority shall serve as Secretariat to the Council to be headed by its Deputy Director General for operations.

"The National Competitiveness Council (NCC), created under Executive Order No. 44, Series of 2011, shall be renamed and reorganized as the Council. The pertinent provisions under the following presidential orders: Executive Order No. 571, Executive Order No. 44, and Administrative Order No. 38 are hereby repealed accordingly."

**Section 12.** Section 10 of the same Act is hereby amended and renumbered as Section 20 to read as follows:

"Sec. 20. *Report Card Survey.* – All offices and agencies providing government services shall be subjected to a Report Card Survey to be initiated by the Authority, in coordination with the CSC, and the Philippine Statistics Authority (PSA), which shall be used to obtain feedback on how provisions of this Act are being followed and how the agency is performing.



"The Report Card Survey shall also be used to obtain information and/or estimates of hidden costs incurred by applicants or requesting parties to access governments services which may include, but is not limited to, bribes and payment to fixers. The result of the survey shall also become basis for the grant of awards, recognition and/or incentives for excellent delivery of services in all government agencies.

"A feedback mechanism shall be established in all agencies covered by this Act and the results thereof shall be incorporated in their annual report."

**Section 13.** Sections 11 and 12 of the same Act are hereby deleted, and replaced with new sections to be numbered as Sections 21 and 22, to read as follows:

"Sec. 21. *Violations and Persons Liable.* – Any person who performs or cause the performance of the following acts shall be liable:

- "(a) Refusal to accept application or request with complete requirements being submitted by an applicant or requesting party without due cause;
- "(b) Imposition of additional requirements other than those listed in the Citizen's Charter;
- "(c) Imposition of additional costs not reflected in the Citizen's Charter;
- "(d) Failure to give the applicant or requesting party a written notice on the disapproval of an application or request;
- "(e) Failure to render government services within the prescribed processing time on any application or request without due cause;
- "(f) Failure to attend to applicants or requesting parties who are within the premises of the office or agency concerned prior to the end of official working hours and during lunch break;
- "(g) Failure or refusal to issue official receipts; and
- "(h) Fixing and/or collusion with fixers in consideration of economic and/or other gain or advantage."



"Sec. 22. *Penalties and Liabilities.* – Any violations of the preceding actions will warrant the following penalties and liabilities...

"(a) First Offense: Administrative liability with six (6) months suspension: *Provided, however,* That in the case of fixing and/or collusion with fixers under Section 21(h), the penalty and liability under Section 22(b) of this Act shall apply.

"(b) Second Offense: Administrative liability and criminal liability of dismissal from the service, perpetual disqualification from holding public office and forfeiture of retirement benefits and imprisonment of one (1) year to six (6) years with a fine of not less than Five hundred thousand pesos (P500,000.00), but not more than Two million pesos (P2,000,000.00).

"Criminal liability shall also be incurred through the commission of bribery, extortion, or when the violation was done deliberately and maliciously to solicit favor in cash or in kind. In such cases, the pertinent provisions of the Revised Penal Code and other special laws shall apply."

**Section 14.** Section 13 of the same Act is hereby renumbered as Section 23 to read as follows:

"Sec. 23. *Civil and Criminal Liability, Not Barred-* The finding of administrative liability under this Act shall not be a bar to the filing of criminal, civil or other related charges under existing laws arising from the same act or omission as herein enumerated."

**Section 15.** Section 14 of the same Act is hereby amended and renumbered as Section 24 to read as follows:

"Sec. 24. *Administrative Jurisdiction.* – The administrative jurisdiction on any violation of the provisions of this Act shall be vested in either the CSC, or the Office of the Ombudsman as determined by appropriate laws and issuances."

**Section 16.** Section 15 of the same Act is hereby renumbered as Section 25, and all succeeding sections of the same Act are hereby deleted.

"Sec. 25. *Immunity, Discharge of Co-Respondent/Accused to be a Witness.* – Any public official or employee or any person having been charged with another offense under this Act and who voluntarily gives information pertaining to an investigation or who willingly testifies therefore, shall be exempt from prosecution in the case/s where his/her information and testimony are given. The discharge may be granted and directed by the investigating body or court upon the application or petition of any of the respondent/accused-informant and before the termination of the investigation: *Provided, That:*



- "(a) There is absolute necessity for the testimony of the respondent/accused-informant whose discharge is requested;
- "(b) There is no other direct evidence available for the proper prosecution of the offense committed, except the testimony of said respondent/accused-informant;
- "(c) The testimony of said respondent can be substantially corroborated in its material points;
- "(d) The respondent/accused-informant has not been previously convicted of a crime involving moral turpitude; and
- "(e) Said respondent/accused-informant does not appear to be the most guilty.

"Evidence adduced in support of the discharge shall automatically form part of the records of the investigation. Should the investigating body or court deny the motion or request for discharge as a witness, his/her sworn statement shall be inadmissible as evidence."

**Section 17.** New sections to be numbered as Sections 26, 27, 28, 29, 30, 31, 32 and 33 are hereby inserted after Section 15 of the same Act to read as follows:

"Sec. 26. *Transition from Manual to Software-Enabled Business-Related Transactions.* – The DICT, in coordination with other concerned agencies, shall within three (3) years after the effectivity of this Act, automate business-related transactions by developing the necessary software and technology-neutral platforms and secure infrastructure that is web-based and accessible to the public. The DICT shall ensure that all municipalities and provinces classified as third (3<sup>rd</sup>), fourth (4<sup>th</sup>), fifth (5<sup>th</sup>) and sixth (6<sup>th</sup>) class are provided with appropriate equipment and connectivity, information and communications technology platform, training and capability building to ensure the LGUs compliance with this Act."

"Sec. 27. *Transitory Provisions.* –

"(a) The Director General of the Authority, in consultation with the DTI, shall determine the organizational structure and personnel complement of the Authority... To ensure continued implementation of ease of doing business and anti-red tape reforms, the teams or units involved in regulatory improvement and/or ease of doing business-related programs of the DTI-Competitiveness Bureau shall serve as temporary secretariat of the Authority until such time that its organizational structure and personnel complement have been determined and filled up: *Provided*, That the staff of the DTI-Competitiveness Bureau shall have the option to be absorbed or transferred laterally to the Authority without diminution of their rank, position, salaries and other emoluments once the staffing pattern and plantilla position of the Authority has been approved.



"(b) All regulatory management programs and anti-red tape initiatives across government agencies shall be gathered by the Authority. The DTI, CDA, NCC, DOF, Development Academy of the Philippines (DAP), and National Economic and Development Authority (NEDA) shall submit to the Authority a report on the status of their respective projects related to regulatory management.

"(c) The Authority, in coordination with CSC and the Council, shall conduct an information dissemination campaign in all NGAs and LGUs to inform them of this Act amending Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007."

"Sec. 28. *Congressional Oversight Committee.* – To monitor the implementation of this Act, there shall be created a Congressional Oversight Committee on Ease of Doing Business (COC-EODB), to be composed of five (5) members from the Senate, which shall include the Chairpersons of the Senate Committees on Trade and Commerce and Entrepreneurship, Civil Service, Government Reorganization and Professional Regulation, and Economic Affairs; and five (5) members from the House of Representatives which shall include the Chairpersons of the House Committees on Trade and Industry, Civil Service and Professional Regulation, Government Reorganization, and Economic Affairs. The COC-EODB shall be jointly chaired by the Chairpersons of the Senate Committee on Trade and Commerce and Entrepreneurship and the House of Representatives Committee on Trade and Industry: *Provided, That* the oversight committee shall cease to exist after five (5) years upon the effectivity of this Act.

"The Secretariat of the COC-EODB shall be drawn from the existing personnel of the Senate and House of Representatives committees comprising the COC-EODB."

"Sec. 29. *Appropriations.* – The amount necessary to carry out the provisions of this Act shall be charged against the current year's appropriations of the concerned agencies. In addition, the amount of Three hundred million pesos (P300,000,000.00) as initial funding for the Authority to be charged against the unexpended Contingency Fund of the Office of the President is hereby appropriated. Thereafter, the amount needed for the implementation of this Act shall be included in the annual General Appropriations Act."

"Sec. 30. *Implementing Rules and Regulations.* – The Authority with the CSC and DTI, and in coordination with the DICT, DOF, DILG, NEDA, PSA, CDA, SEC, the Office of the Ombudsman, Housing and Land Use Regulatory Board (HLURB) and the Union of Local Authorities of the Philippines (ULAP), shall promulgate the necessary rules and regulations within ninety (90) working days from the effectivity of this Act."

"Sec. 31. *Separability Clause.* – If any provision of this Act shall be declared invalid or unconstitutional, such declaration shall not affect the validity of the remaining provisions of this Act."

"Sec. 32. *Repealing Clause.* – All provisions of laws, presidential decrees, letters of instruction and other presidential issuances which are incompatible or inconsistent with the provisions of this Act are hereby deemed amended or repealed accordingly."



"Sec. 33. *Effectivity*. – This Act shall take effect within fifteen (15) days following its publication in the *Official Gazette* or in two (2) national newspapers of general circulation."

**Section 18. *Effectivity*.** – This Act shall take effect fifteen (15) days after its publication in the *Official Gazette* or in two (2) newspapers of general circulation.

Approved,

**PANTALEON D. ALVAREZ**

Speaker of the House  
of Representatives

**AQUILINO "KOKO" PIMENTEL III**

President of the Senate

This Act which is a consolidation of Senate Bill No. 1311 and House Bill No. 6579 was finally passed by the Senate and the House of Representatives on February 21, 2018 and February 27, 2018, respectively.

**CESAR STRAIT PAREJA**

Secretary General  
House of Representatives

**LUTGARDO B. BARBO**

Secretary of the Senate

Approved: May 28, 2018

**RODRIGO ROA DUTERTE**

President of the Philippines