



**NUEVA ECIJA UNIVERSITY OF
SCIENCE AND TECHNOLOGY**

ISO 9001:2015 CERTIFIED

CITIZEN'S CHARTER

2023 2ND EDITION



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NUEVA ECIIJA UNIVERSITY OF SCIENCE AND TECHNOLOGY HISTORICAL BACKGROUND

The Nueva Ecija University of Science and Technology (NEUST) started in June, 1908 a vocational course at the Wright Institute in San Isidro, Nueva Ecija where young Filipinos were trained in woodworking and basic telegraphy. Said vocational course lasted until SY 1927-1928 when the general secondary school was transferred to Cabanatuan City.

However, on June 9, 1929, the school continued its operation in San Isidro, under a new name, Nueva Ecija Trade School (NETS) with woodworking as the vocational course offered in addition to the existing secondary curriculum inherited from the Wright Institute.

To meet the increasing demand for vocational education in the whole province, the trade school was transferred on June 7, 1931, to Cabanatuan City. Enrolment increased; however, the program was interrupted in December 1941 by the outbreak of the Second World War in the Pacific.

Immediately after the war, the trade school was reopened on September 6, 1945. Rehabilitation program took place. The trade school continued with its mission of meeting the vocational and manpower needs of students coming from both Nueva Ecija and the nearby provinces. On June 8, 1948, a course in dressmaking was opened and female students were admitted in the School. A few years later, food trades and cosmetology courses were also offered.

On May 8, 1953, the NETS was converted into the Central Luzon School of Arts and Trades (CLSAT) by virtue of Republic Act No. 845. CLSAT was recognized as a center of manpower/vocational training for both youths and adults not only in the province but also in the whole Region III.

Series of developments continued until the CLSAT was converted into the Central Luzon Polytechnic College (CLPC) by virtue of Republic Act No. 3998 which was signed on June 18, 1964 by then President Diosdado Macapagal.

Thirty-four years later, the CLPC, under the leadership of President Gemiliano C. Calling, was converted into a specialized university, the Nueva Ecija University of Science and Technology by virtue of Republic Act. No 8612. The Bill converting CLPC into NEUST upon approval by both houses of congress was forwarded to the Office of President Fidel V. Ramos on February 24, 1998 and lapsed into law on March 27, 1998.

The University therefore, ensures that the requirements of business, industry, services and other sectors as well as the needs of the local, regional and national development for high quality professionals and highly skilled middle-level manpower are addressed.



The leadership of Dr. Calling as the first University President ended up when he died on July 5, 2006. The baton of leadership was turned over to Dr. Hilario C. Ortiz as Acting President and then finally, he was formally sworn into office on August 5, 2007 as the Second University President. On August 4, 2011, Atty. Hilario C. Ortiz, Ph. D. was again given another four-year term as University President.

Dr. Feliciano P. Jacoba was appointed as the third University President on February 10, 2016. Dr. Jacoba already made a mark on the history of NEUST as the first Woman President of the University.

I. Mandate:

“The University shall primarily provide advanced instruction and professional training in arts, science and technology, education and other related fields, undertake research and extension services, and provide progressive leadership in these areas” (Sec 2, RA 8612).

“The University shall offer undergraduate, graduate and short-term technical courses within its areas of specialization and according to its capabilities, as the Board of Regents may deem necessary to carry out its objectives, particularly in order to meet the needs of the province and the region” (Sec 3, RA 8612).

II. Vision:

“NEUST is a locally responsive and internationally relevant and recognized University of Science and Technology”

III. Mission:

“To develop new knowledge and technologies and transform human resources into productive citizenry to bring about development impact to local and international communities”

IV. Service Pledge:

We, the officials and employees of the Nueva Ecija University of Science and Technology, commit to:

- A**ccountability and ethics in public service;
- C**ompetence in the discharge of our duties and functions;
- C**ontinuing professional education and staff development;
- U**nity in diversity;
- R**elevant, Result-oriented;
- A**ttentive to the needs of students and other clientele;
- T**imeliness in the delivery of services;
- E**valuate our performances for continuous improvement



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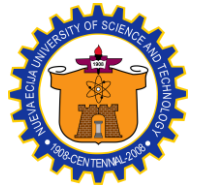
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Office of the University President Internal Services



1. ISSUANCE OF OFFICE MEMORANDUM AND OFFICE ORDER

Brief Description of the Service

This service covers the preparation and issuance of Office Memorandum and Office Order for distribution/dissemination to concerned Office/College/Campus.

Office or Division:	Office of the University President			
Classification:	Simple Transactions			
Type of Transaction:	G2C -Government to Government			
Who may avail:	University Personnel/Campuses/Offices/College Departments/Units			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
University Code Related/Relevant National Circulars issued by the Civil Service Commission and other oversight agencies			Office of the University President Oversight Agencies	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. The University President instructs the Executive Secretary to prepare a Memo on specific directive/matter/issue.	None	1.5 Minutes	<i>University President, Office of the University President</i>
	1.1 The Executive Secretary drafts the Office Memorandum/Office Order for review and to be signed by the University President.	None	2.5 Minutes	<i>Executive Secretary/ University President, Office of the University President</i>
	1.2 The signed Office Memo/Office Order will be given to clerk/staff for			<i>Assigned</i>



	<p>recording and assigning of Office Memorandum/Office Order number and keeps a copy for the Office of the University President.</p> <p>1.3 The clerk/staff reproduces copies of Office Memorandum/Office Order and forwards to the Record's Office for distribution/dissemination to concerned offices.</p>	None	1 Minute	<i>personnel on the day, Office of the University President</i>
		None	2 Minutes	<i>Assigned personnel of the day/ Record's Officer I, Office of the University President/ Records Office</i>
2. Concerned campuses/ offices/college departments/units receives the Office Memorandum/Office Order from the Record's Office	2. The Record's Office forwards the Office Memorandum/Office Order to the concerned campuses/ offices/college departments/units	None	3 Minutes	<i>Records Officer I, Record's Office</i>
TOTAL		None	10 minutes	



2. RECEIVING, RECORDING, AND RELEASING OF DOCUMENTS

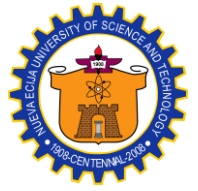
Brief Description of the Service

This service covers the receiving, recording, taking actions/decisions and releasing of documents from the University Office/Offices to include any form of requests, invitation letter, payroll, purchase request, etc.

Office or Division:	Office of the University President			
Classification:	Simple Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	University Personnel/Campuses/Offices/College Departments/Units			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
University Documents			Concerned Personnel/ Campuses/Offices/College Departments/Units	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward University letters/documents to the Office of the University President for action	1. The clerk/staff receives and records the document from the concerned personnel/offices/college departments/units for signature and approval of the University President	None	1 Minute	<i>Assigned personnel of the day, Office of the University President</i>
	1.1 The Executive Secretary reviews the document (if necessary), and refers the document to authorized official and other concerned units for more information/input for the President's final decision.	None	2.5 Minutes	<i>Executive Secretary, Office of the University President</i>
				<i>Assigned personnel of the</i>



	1.2 The clerk/staff records and releases the signed document/s and forwards to the Record's Office for distribution/dissemination to concerned. The Executive Secretary uses transmittal form to transmit document that needs immediate action/compliance of the concerned department/unit	None	1 Minute	<i>day /Executive Secretary, Office of the University President</i>
2. Concerned Offices/College Departments/Units receives the action on requests from the Record's Office	2. The Record's Office forwards the document with action to the concerned personnel/ office/department/unit	None	1 Minute	<i>Records Officer I, Record's Office</i>
TOTAL		None	5.5 minutes	



Office of the University President External Services



1. RECEIVING, RECORDING, AND RELEASING OF DOCUMENTS

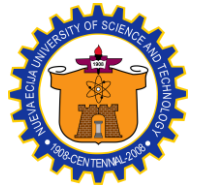
Brief Description of the Service

This service covers the receiving, recording, taking actions/decisions and releasing of documents from external agency to include any form of requests, invitation letter, request, etc.

Office or Division:	Office of the University President			
Classification:	Simple Transactions			
Type of Transaction:	G2G -Government to Government G2B - Government to Business			
Who may avail:	Outside Persons/Agencies/Business Entities			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letters/Documents from Outside persons/agencies/ Business entities (1 copy)			Outside Persons/Agencies/ Business Entities	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward letters/documents to the Office of the University President for action	1. The clerk/staff receives and records the document from outside persons/agencies/business entities for appropriate action or referral/transmittal and/or for approval of the University President	None	1 Minute	<i>Assigned personnel of the day, Office of the University President</i>
	1.1 The Executive Secretary reviews the document (if necessary), and refers the document to authorized official and other concerned units for more information/input for the President's final decision.	None	2.5 Minutes	<i>Executive Secretary, Office of the University President</i> <i>Assigned personnel of the</i>



	1.2 The clerk/staff records and releases the document/s with notation or signature of the University President and forwards to the Record's Office for distribution/dissemination to concerned offices or outside persons/agencies. The Executive Secretary uses transmittal form to transmit document that needs immediate action/compliance of the concerned department/unit as often as necessary	None	1 Minute	day /Executive Secretary, Office of the University President
2. Concerned outside persons/agencies/business entities receives the action on requests from the Record's Office	2. The Record's Office forwards the document acted upon to the concerned/outside persons/agencies/business entities	None	1 Minute	Records Officer I, Record's Office
TOTAL		None	5.5 minutes	



**Office of the University Vice President for
Administration, Business, and Finance
Internal Service**



1. RECEIVING, RECORDING, AND RELEASING OF DOCUMENTS

Brief Description of the Service

This service covers the receiving, recording, taking actions/decisions, filing and releasing of documents from University Offices to include any form of requests, memoranda, travel order, activity or training design, payroll, vouchers, etc.

Office or Division:	Office of the University Vice President for Administration, Business, and Finance			
Classification:	Simple Transactions			
Type of Transaction:	G2C -Government to Government			
Who may avail:	University Personnel/Campuses/Offices/College Departments/Units			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
University Documents (1 copy)			Concerned University personnel/ Campuses/Offices/College Departments/Units	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward University documents to the Office of the University VPABF for action	1. The clerk/staff receives and records the document from the concerned personnel/offices/college departments/units for action of University VPABF	None	1 Minute	<i>Assigned clerk of the day/VPABF, Office of the University VPABF</i>
	1.1 The clerk/staff shall check the acted document if there is a need to hold a duplicate copy.	None	1 Minute	<i>Assigned clerk of the day, Office of the University VPABF</i>



2. Concerned Offices/College Departments/Units receives the acted documents from the Office of the University VPABF	2. The clerk/staff records and releases the acted document/s and forwards to the concerned personnel/offices/department/unit	None	1 Minute	<i>Assigned clerk of the day, Office of the University VPABF</i>
TOTAL		None	3 minutes	



**Office of the University Vice President for
Administration, Business, and Finance
External Service**



1. RECEIVING, RECORDING, AND RELEASING OF DOCUMENTS

Brief Description of the Service

This service covers the receiving, recording, taking actions/decisions, filing and releasing of documents from external agencies to include any form of requests, invitation to bid, etc.

Office or Division:	Office of the University Vice President for Administration, Business, and Finance			
Classification:	Simple Transactions			
Type of Transaction:	G2G -Government to Government G2B - Government to Business			
Who may avail:	Outside Persons/Agencies/Business Entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letters/Documents from Outside persons/agencies/ Business entities		Outside Persons/Agencies/Business entities		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward University documents to the Office of the University VPABF for action	1. The clerk/staff receives and records the document from the concerned outside persons/agencies/ business entities for action of University VPABF	None	1 Minute	<i>Assigned clerk of the day/VPABF, Office of the University VPABF</i>
	1.1 The clerk/staff shall check the acted document if there is a need to hold a duplicate copy.	None	1 Minute	<i>Assigned clerk of the day, Office of the University VPABF</i>



2. Concerned outside persons/agencies/business entities receives the acted documents from the Office of the University VPABF	2. The clerk/staff records and releases the acted document/s and forwards to the concerned outside persons/agencies/business entities	None	1 Minute	<i>Assigned clerk of the day, Office of the University VPABF</i>
TOTAL		None	3 minutes	



**Office of the University Vice President for
Academic Affairs
Internal Services**



1. RECEIVING, RECORDING AND RELEASING OF DOCUMENTS

Brief Description of the Service

This service is the receiving, taking action, and releasing of all documents that come in the Office of the VPAA from different campuses, colleges, other divisions, Office of the President, or personalities, including any form of requests, invitation letter, Memoranda, Travel Order, Activity or Training Design, payroll, vouchers, etc.

Office or Division:	Office of the University Vice President for Academic Affairs			
Classification:	Simple Transactions			
Type of Transaction:	G2C- Government to Government			
Who may Avail:	University Personnel/Campuses/Offices/Colleges Departments/Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
University Documents (1 copy)		Concerned University personnel/Campuses/Offices/ College Departments/Units		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Forward University documents to the Office of the University VPAA for action.	1. The Receiving Clerk/staff shall receive the document from the clientele for checking.	None	1 Minute	Assigned clerk of the day/VPAA, Office of the University VPAA
	1.1 The Receiving Clerk/Staff shall check and verify the completeness of the signatories and attachments of the documents.	None	1 Minute	Assigned clerk of the day/ Office of the University VPAA
	1.2 Once checked and verified, the receiving Clerk/Staff shall record all incoming documents.	None	1 Minute	Assigned clerk of the day/ Office of the University VPAA



	1.3 The Receiving Clerk/Staff shall transmit the document to the Secretary for review.	None	1 Minute	Secretary, Office of the University VPAA
	1.4 The Secretary/TA shall receive the incoming document upon received from the receiving clerk for review and appropriate action. Should there be lacking documents found, the document will be returned to the Receiving Clerk/staff.	None	1 Minute	Secretary, Office of the University VPAA
	1.5 Once completeness and the nature of the purpose was established, the Secretary shall act on the document by recommending, counter-signing and endorsing the action to be taken	None	1 Minute	Secretary, Office of the University VPAA
	1.6 The Secretary/TA shall prepare and endorse the document for the approval or appropriate action to be taken by the VPAA	None	1 Minute	Assigned clerk of the day, Office of the University VPAA
	1.7 The Releasing Clerk/staff shall check the acted document if there is a need to hold a duplicate copy.	None	1 Minute	Assigned clerk of the day, Office of the University VPAA
	1.8 The Receiving person shall sign the logbook for Outgoing Documents	None	1 Minute	Assigned clerk of the day, Office of the University



				VPAA
	TOTAL	None	9 minutes	
2. Documents /Requests from different colleges/campus/ office/units for VPAA's Approval	2.1. The receiving clerk/ staff shall record all incoming documents/requests	None	1 Minute	Assigned clerk of the day/VPAA, Office of the University VPAA
	2.2. The receiving clerk/staff shall transmit the document to the Secretary/ Technical Assistant for review	None	1 Minute	Assigned clerk of the day/VPAA, Office of the University VPAA
	2.3. The Secretary/TA shall receive the incoming document upon received from the receiving clerk for review and appropriate action. Should there be lacking documents found, the document will be returned to the Receiving Clerk/staff	None	1 Minute	Secretary, Office of the University VPAA
	2.4. Once completeness and the nature of the purpose was established, the Secretary shall act on the document by recommending, counter-signing and endorsing the action to be taken	None	1 Minute	Secretary, Office of the University VPAA



	2.5. The Secretary/TA shall prepare and endorse the document for approval or appropriate action to be taken by the VPAA.	None	1 Minute	Secretary, Office of the University VPAA
	2.6. The Releasing Clerk/staff shall check the acted document if there is a need to hold a duplicate copy.	None	1 Minute	Assigned clerk of the day/VPAA, Office of the University VPAA
	2.7. The receiving person shall sign the logbook for Outgoing Documents	None	1 Minute	Assigned clerk of the day/VPAA, Office of the University VPAA
	TOTAL	None	7 minutes	
3. Concerned Offices/College Departments/ Units received the acted documents from the Office of the VPAA	3.1. The Receiving Clerk/Staff shall record, file a copy and release the document to the concerned personnel or office	None	1 Minute	Secretary, Office of the University VPAA
	3.2. The Receiving person shall sign the logbook for Outgoing Documents	None	1 Minute	Assigned clerk of the day/VPAA, Office of the University VPAA
	TOTAL	None	2 minutes	



Offices under the Office of the University President

**Office of the Board Secretary
Internal Services**



1. REQUESTING AND RELEASING OF DOCUMENTS

Brief Description of the Service

This service covers the receiving, taking actions and releasing of documents requested from the office of the Governing Board Secretary.

Office or Division:	Office of the Board Secretary			
Classification:	Simple Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	University personnel campuses/offices/ college departments/units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document Request Form (2 copies) Acknowledgement Receipt Form (2 copies)		University personnel campuses/offices/ college departments/units		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Document Request Form to the Office of the Board Secretary	1. After the acceptance of the Document Request Form from the requester, the Board Secretary shall verify the extent of the confidentiality of the requested documents. If the documents are confidential, the Board Secretary shall seek the approval of the University President, if not the documents can be released immediately for the consumption of the requester	None	3 Minutes	<i>Board Secretary, Office of the Board Secretary</i>



	<p>1.1 The Office Staff shall prepare the documents for release. If the University President disapproved the request, the Board Secretary shall inform the requester of the decision not to release the documents through a letter</p>	None	3 Minutes	Office staff/Board Secretary, Office of the Board Secretary
<p>2. The requester or the concerned University personnel campuses/offices/ college departments/units receives the requested documents</p>	<p>2. The Office Staff shall release the requested documents to the requester</p>	None	1 Minute	Office staff, Office of the Board Secretary
<p>3. The requester or the concerned University personnel campuses/offices/ college departments/units shall fill out the Acknowledgement Receipt form in 2 copies</p>	<p>3. The Office Staff shall issue the Document Acknowledgement Receipt form in 2 copies to the requester</p>	None	1 Minute	Office staff, Office of the Board Secretary
TOTAL		None	8 minutes	



Internal Quality Audit Office

Internal Services



1. INTERNAL QUALITY MANAGEMENT SYSTEM AUDIT

Brief Description of the Service

This service covers the auditing responsibilities, methodologies and controls necessary to ensure regular internal quality audit carried out by NEUST in which its requirements are applied.

Office or Division:	Internal Quality Audit Office			
Classification:	Highly Technical Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	University campuses/offices/ college departments/units			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Objective Evidences (1 copy)			University campuses/offices/ college departments/units	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The head of offices, colleges, campuses, and departments receives the memorandum of Internal Audit Schedule from the Internal Quality Audit Office	1. The Internal Quality Audit Office shall disseminate the Audit Schedule to the Auditees through memorandum addressed to the head of offices, colleges, campuses, and departments not later than five (5) working days before the audit to give them enough time to prepare for the audit activities.	None	1 Day	<i>Lead Internal Auditor, Internal Quality Audit Office</i>
2. The head of offices, colleges, campuses, and departments	2. The Lead Internal Auditor shall issue a memorandum or appropriate documentation stating the reason of the delay or advancement of audit	None	1 Day	<i>Lead Internal Auditor, Internal Quality Audit</i>



<p>shall confirm the scheduled date to the Internal Quality Audit Office.</p>	<p>activities and forward to those concerned</p> <p>2.1 The Lead Internal Auditor shall update the Audit Schedule when changes are made.</p> <p>2.2 In case no confirmation is received, the audit shall push through as stated on the audit schedule.</p>			<p>Office</p>
<p>3. The head of offices, colleges, campuses, and departments shall ensure that representative has sufficient knowledge of the system to provide the Auditor with adequate information to complete the audit.</p>	<p>3. The Audit Team may conduct an opening meeting with the auditees in order to discuss the purpose, scope and schedule of audit.</p>	<p>None</p>	<p>1 Day</p>	<p><i>Audit Team,</i> Internal Quality Audit Office</p>
<p>4. The representatives presents appropriate documentations and records to show that the task is being performed in accordance with documented information to</p>	<p>4. The Audit Team shall begin to examine the office/college/campus/department operations against the applicable procedures and standards, and observe activities and conditions in the areas of concern.</p> <p>4.1 Upon completion of the audit activities and review on its associated documentation, the Auditor will meet with the representatives of the audited</p>	<p>None</p> <p>None</p>	<p>3 Days</p> <p>2 Days</p>	<p><i>Audit Team,</i> Internal Quality Audit Office</p> <p><i>Audit Team,</i> Internal Quality</p>



the Audit Team	office/college/campus/ department to review the results of the audit			Audit Office
5. The head of office/college/ca mpus/ department shall sign on the report to acknowledge the review made	5. The Audit Team shall issue an Audit Report and/or Corrective Action Report to the auditee if any Non- Conformance or observation is identified	None	1 Day	<i>Audit Team, Internal Quality Audit Office</i>
6. The head of office/college/ca mpus/ department or representatives shall present objective evidence as support to corrective actions and to close out all discrepancies	6. The Audit Team shall conduct a follow-up Audit within 5 working days based on the agreed date of corrective action completion. Upon completion of the actions, the non-conformance will be closed	None	5 Days	<i>Audit Team, Internal Quality Audit Office</i>
TOTAL		None	14 Days	



Quality Assurance Office

External Services



1. DEPLOYMENT OF FACULTY ACCREDITORS

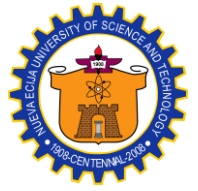
Brief Description of the Service

This service applies to the deployment of faculty accreditors of the Nueva Ecija University of Science and Technology to continuously improve the delivery of quality service.

Office or Division:	Quality Assurance Office			
Classification:	Simple Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	Accrediting Agency of Chartered Colleges and Universities, Inc.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Invitation for Accreditation (1 copy)			Accrediting Agency of Chartered Colleges and Universities, Inc.	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward the letter of invitation for accreditation to the Quality Assurance Office	1. After the acceptance of the letter invitation, the Quality Assurance Director shall send the invitation to the faculty and deans concerned for approval	None	1 Day	<i>Quality Assurance Director, Quality Assurance Office</i>
	1.1 The faculty accreditors shall return the communication letter to the Director of Quality Assurance once approved by the Deans/Directors concerned.	None	1 Day	<i>Faculty Accreditors, College Departments</i>
	1.2 The Quality Assurance Director shall fill-up Faculty Accreditors Permit with complete	None	3 Minutes	<i>Quality Assurance Director, Quality Assurance Office</i>



	<p>details and submit the same to the office of the President for approval.</p> <p>1.3 The Office of the President shall return the approved Faculty Accreditors Permit to the Quality Assurance director</p>	None	1 Day	<p><i>Office of the President Staff, Office of the University President</i></p>
<p>2. The Accrediting Agency of Chartered Colleges and Universities, Inc. will receive the confirmation from the Quality Assurance Office of the University</p>	<p>2. The Quality Assurance Director shall send confirmation to Accrediting Agency of Chartered Colleges and Universities, Inc. for accreditation visit of faculty accreditors.</p>	None	1 Day	<p><i>Quality Assurance Director, Quality Assurance Office</i></p>
TOTAL		None	4 Days and 3 Minutes	



Management Information System Office

External Services



1. ISSUANCE OF IDENTIFICATION CARD

Brief Description of the Service

This service applies to all current enrolled students in Nueva Ecija University of Science and Technology in all campuses and covers the Issuance of Identification Card.

Office or Division:	Management Information System Office			
Classification:	Simple Transactions			
Type of Transaction:	G2C -Government to Citizen			
Who may avail:	University students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Fully accomplished Google form for Identification Card given by MIS Staff.			University students MIS Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. University students must fill up the Google form (Identification Card) given by MIS staff.	<p>1. The assigned MIS staff must check the google form submitted by the students.</p> <p>1.1 After verification the MIS staff Shall start to gather information from the google form submitted by the students.</p> <p>1.2 The MIS personnel will encode the data from the google form submitted by the students.</p> <p>1.3 The MIS personnel will have the student's Scan photo captured digitally and student's</p>	None	6 Minutes	Assigned MIS staff on the Issuance of ID, MIS Office



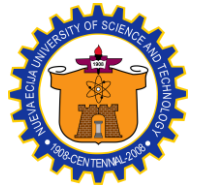
	E-signature after the encoding. 1.4 The MIS personnel will generate and print the ID Card			
2. The student must wait their Adviser announcement if when they can get their Identification Card	2. The MIS personnel will bring the Printed Identification Card in Office of the Registrar.	None	2 Minutes	Assigned MIS staff on the Issuance of ID, MIS Office
	TOTAL	None	8 Minutes	

Note: Due to streamlining of processes using the new Online system:

Tagging of faculty members are done by enrolling teachers during creation of subject and sections.

Evaluation of subjects are done by enrolling teachers and assessment are done by the accounting department.

The old procedures of tagging and assessment usually done in the old system are no longer part of the MIS tasks in the new system.



Management Information System Office

Internal Services



1. Preventive Maintenance

Brief Description of the Service

This service applies to all employees of Nueva Ecija University of Science and Technology in all campuses and covers the preventive maintenance procedure.

Office or Division:	Management Information System Office			
Classification:	Simple Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Preventive Maintenance Form		MIS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Office personnel issues a request for preventive maintenance of ICT equipment	1. The assigned MIS staff must perform the tasks enumerated in the Preventive maintenance checklist	None	15-30 minutes depending on the issues of the equipment	<i>Assigned MIS staff, NEUST personnel</i>
2. Requesting employee must sign the preventive maintenance form upon completion of the task.	2. The MIS personnel will file the preventive maintenance for reporting purposes 3. MIS DCC will collect all preventive maintenance forms.	None	2 Minutes	<i>Assigned MIS staff, DCC</i>
	TOTAL	None	32 Minutes or more	



2. Technical Support (Repair and/or Installation)

Brief Description of the Service

This service applies to all employees and students of Nueva Ecija University of Science and Technology in all campuses and covers the technical support procedure.

Office or Division:	Management Information System Office			
Classification:	Simple Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	Employees, Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Order Request Form		MIS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Office personnel/students issues a manual/online request for technical support and specify the problem encountered or task to be done.	1. The office will assign an MIS staff based on the nature of the problem (network, multimedia, software bug, event assistance, device error) and the assigned personnel must identify the root cause of the problem. Start troubleshooting the problem, recommend for repair, procurement of replacement parts or advise for condemn if unrepairable. Start installation/configuration if new device is needed	None	5 minutes check up, inspection Actual time to repair depends on the issues of the equipment. Estimate(30mins to 1 hour) Actual time to repair depends on the issues of	<i>Assigned MIS staff, NEUST personnel</i>



	to be configured.		the equipment. Estimate(10 minutes to 2 hours)	
2. Requesting employee must sign the job order form upon completion of the task.	2. The MIS personnel will file the job order form for reporting purposes 3. MIS DCC will collect all the forms.	None	2 Minutes	<i>Assigned MIS staff, DCC</i>
	TOTAL	None	47 Minutes or more	

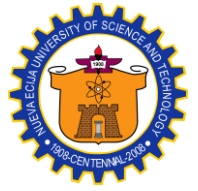


3. Technical Support to Events

Brief Description of the Service

This service applies to all employees of Nueva Ecija University of Science and Technology in all campuses and covers the procedure on support in university events.

Office or Division:	Management Information System Office			
Classification:	Simple Transactions			
Type of Transaction:	G2G-Government to Government G2C-Government to Citizens			
Who may avail:	Employees, students, citizens renting the University's event venue.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved request letter		From requesting party approved by the president		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Office personnel / student/s issues a request for tech support to events	1. The office will assign MIS staff based on the need of event: Social media streaming Projector/LED wall operation Photo and video Documentation The setup preparation and removal of equipment	None	Time depends on the over-all time of the entire event 1-2 hours depending on the site or event location	<i>Assigned MIS personnel/s, NEUST personnel</i>
	TOTAL	None	1-2 hours + actual time of event	



Civil Security Unit

External/Internal Service



1. CLAIMING OF LOST AND FOUND ITEMS

Brief Description of the Service

This service covers the process in claiming lost and found items within the University premises and applies to all University campuses

Office or Division	Civil Security Unit			
Classification	Simple Transactions			
Type of Transaction	G2G-Government to Government G2C-Government to Citizen			
Who may avail:	University personnel, students Outside Visitors/Guests			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID (1 copy) Claim Form (1 copy)		CSU Office		
CLIENTS STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Persons losing personal property items should report the details to the Office of the Civil Security Unit, who shall immediately check if the items were surrendered or found soon as they become aware of the loss.	Check if the item were surrendered or found.	None	1 Minute	Requestor CSU Admin Clerk
2. The claimant shall fill up the claim form and present his/her ID Card and provide necessary information needed (if item is available).	2. The Security Personnel shall verify the requirements for claiming the found item/s.	None	2 Minutes	Requestor CSU Admin Clerk
3. The claimant shall check the found item/s for	3. The Security Personnel shall request the	None	2 Minutes	CSU Admin Clerk



verification	claimer to sign the security Record Book before the turnover of item/s.			
TOTAL		None	5 Minutes	



2. REQUEST OF GATE PASS/RFID STICKER

Brief Description of the Service

This service covers the process in the issuance of the gate pass sticker for University personnel, students and concessionaires' vehicles and applies to all University campuses.

Office or Division	Civil Security Unit			
Classification	Simple Transactions			
Type of Transaction	G2G-Government to Government G2C-Government to Citizen			
Who may avail:	University personnel, students and concessionaires'			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Gate Pass form (1 photocopy) Vehicles OR/CR (1 photocopy) Driver's License (1 photocopy) 2x2 picture (1 original copy) If employee or student (photocopy of ID)		CSU Office		
CLIENTS STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The requestor shall fill up the gate pass form and provide all the requirements needed and submit to the office of Civil Security Unit	1.The security guard on duty shall check all the requirements and make sure that license and or/cr is not expired; if there is an expired requirements the guard on duty shall request the requestor to renew all the expired documents.	None	2 Minutes	CSU Admin Clerk
2.The requestor shall wait for the	2.Final checking and	None	1 Day	Chief CSU



approval of the gate pass form	signing of all gate pass form.			
3.The requestor shall get the approved copy of gate pass form.	3.CSU Admin Clerk shall print an approved copy of gate pass form and give to the requestor and advice to pay at the Marketing Center.	None	2 Minutes	CSU Admin Clerk
4.The requestor shall present the receipt of payment to the CSU office.	4.CSU Admin Clerk shall issue Gate Pass/RFID Sticker to the requestor	None	2 Minutes	CSU Admin Clerk
TOTAL			1 day and 6 Minutes	



3. REVIEW OF CCTV

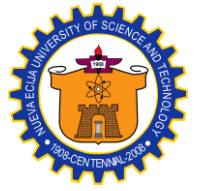
Brief Description of the Service

This service covers the procedure in the access of concerned persons in reviewing the footages inside the University premises for the purpose of investigation and applies to all University campuses.

Office or Division	Civil Security Unit			
Classification	Simple Transactions			
Type of Transaction	G2G-Government to Government G2C-Government to Citizen			
Who may avail:	University personnel, students Outside Visitors/Guests			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form (1 copy)		CSU Office		
CLIENTS STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Requestor shall fill up the request form for the reviewing of CCTV and shall indicate the scope of date and time where the incident happens.	1.The Security Personnel shall verify the requirements for reviewing the CCTV footage and forward the request to the Chief Security. 1.1. The Chief Security shall review the Request before the approval of the CCTV review.	None	1 Minute 2 Minutes	CSU Admin Clerk Chief, Civil Security Unit
	2. The Security Personnel shall carefully review the CCTV base on the requested scope of time and date where the incident happens.	None	5 Minutes	CSU Admin Clerk



	Incident report shall properly record to the security record book.			
TOTAL		None	8 Minutes	



Offices under the Office of the University Vice President for Academic Affairs

Office of the Admission and Registration External Services

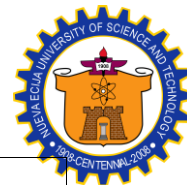


1. ADMISSION SERVICES FOR PROSPECTIVE ENROLLEES IN COLLEGE LEVEL

Brief Description of the Service

Admission service is provided to aspiring senior high school graduates who intend to apply for college studies in the University. This is in response to the university's call of maintaining high academic standard. The admission process essentially includes taking of admission test of the applicants and this process applies to all University campuses.

Office or Division:	Office of Admission and Registration			
Classification:	Complex Transactions			
Type of Transaction:	G2C -Government to Citizens (Students)			
Who may avail:	Graduates of Senior High School			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2x2 picture		Student applicant		
E-signature		Student applicant		
Grade 11 Report Card (SF9) or Student Permanent Record (SF 10)		Student applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
11. Applicant to fill up online <i>Application Form</i> at NEUST Online admission portal.	1. Approval /disapproval If approved, applicant will receive a test permit wherein the date, time and venue of examination is indicated. If disapproved,	P180.00 (shouldered by Unifast)	3 Minutes	OAR



	applicant may appeal.			
2. On the date specified in the test permit, applicants/examinees will proceed to the assigned room for F2F taking of the admission Test.	2. Administration of the admission test.	None	1 hour , 30 mins.	OAR
3. Wait for the result of the <i>Admission Test and schedule of enrolment</i> .	3. List of qualified applicants will be posted in the OAR page.	None	4 Days	OAR
	TOTAL	None	4 Days, 1 hour and 33 Minutes	



2. ADMISSION SERVICES FOR PROSPECTIVE ENROLLEES IN JUNIOR HIGH SCHOOL LEVEL

Brief Description of the Service

Admission service is provided to aspiring Grade 7 or Junior High School applicants who intend to apply for college studies in the University. This is in response to the university's call of maintaining high academic standard. The admission process essentially includes taking of admission test of the applicants and this process applies to all University campuses.

Office or Division:	Office of Admission and Registration			
Classification:	Complex Transactions			
Type of Transaction:	G2C-Government to Citizens (Students)			
Who may avail:	Graduates of Elementary Education			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certified True Copy of Form 137-A/SF10 (Grade 5)		Student applicant		
Certified True Copy of Report Card/SF9 with 1 st Quarter Grades (Grade 6)		Student Applicant		
Two pieces of identical 2x2 picture with white background.		Student applicant		
Certificate of Good Moral Character.		Student applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
1. Submit certified true Copy of Grade 5 Form 137 and 1 st quarter grade (Grade 6) to the Office of the LHS Principal. Upon submission, applicant	1. Evaluate grades of applicant. If approved, applicants will receive a schedule of interview.	None	2 Minutes	LHS Faculty



will receive his/her schedule of interview				
2. After the interview, applicant will receive an application form and will pay the admission Test fee at the NEUST Cashier's office.	Receive Payment	PHP180.00	2 Minutes	NEUST Cashier
3. Submit accomplished application form and show receipt of payment to the Office of Admission and Registration to be able to receive a test permit	Check application form, verify payment and issue test permit to the applicant.	None	2 Minutes	OAR
4. Face to face taking of the admission Test on the date, time and room specified on the test permit.	Give assistance if needed	None	1 hour, 30 mins.	OAR
5. Wait for the result of the admission test.	Publish the names of qualified applicants	None	4 Days	OAR
TOTAL		PHP180.00	4 Days, 1 hour and 36 Minutes	

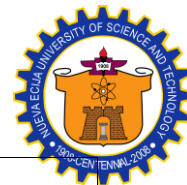


3. ENROLLMENT/REGISTRATION OF GRADE SEVEN (JUNIOR HIGH SCHOOL) STUDENTS

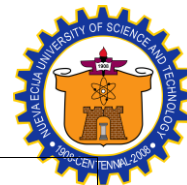
Brief Description of the Service

Enrollment/Registration of students occur every opening of the semesters/ school year. In the process, enrollees are assisted/guided by their enrolling teachers/staff and the Office of Admission and Registration.

Office or Division:	Office of Admission and Registration			
Classification:	Complex Transactions			
Type of Transaction:	G2C-Government to Citizens (Students)			
Who may avail:	Qualifiers for Grade 7/Junior High School Curricular Program			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Scanned Form 137/138 (1 original copy)		Student applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Qualified applicants will submit personally his/her original copy of FS9/FS10 and birth certificate to the Office of the HS Principal. Once submitted, applicant will receive enrolment key with username and password to be able	Check and Verify if applicant entered the correct link or key to be able to enroll.	None	2 Minutes	OAR



to enroll.				
2. Fill up personal information form and health survey form online. Then, click year and section then click the Register button.	Assist when problem/s arises.	None	2 Minutes	Enrolling Teacher of the Laboratory High-School
4. Payment of fees either thru on line (LBP) or NEUST Cashier	5. Receive payment	Guidance Fee- PHP 50.00 Med& dental Fee P80.00 Athletic fee P90.00 Lab. Deposit P600.00 Charity P10.00 Science and Tech.P50.00 ID Fee P70.00 Lab Fee P160.00 Entrance fee P120.00 Sports Dev. Fee P150.00 USG/Insurance P250.00 FTPCC P15.00 Student Handbook PHP 40.00	5 Minutes	Cashier's Office Personnel,/Bank Personnel



		Publication P200.00 Main.Dev.P1,000.00 Library Fee P160.00 Socio Cultural P100.00 Registration Fee P100.00 Utility fee-100.00 Utility Fee - PHP 100.00 Anti TB/Red Cross P15.00 Security P50.00 Physical Development- P3,500.00		
4.a.If payment is done online, upload proof of payment. Once verified, applicant may print COR 4.b. If payment is received by the NEUST cashier, applicant can print the COR immediately.	Verify proof of payment	None	2 Minutes	Accounting Office
	TOTAL	PHP 6,910.00	11 Minutes	



4. ENROLLMENT/REGISTRATION OF NEW COLLEGE STUDENTS

Brief Description of the Service

Enrollment/Registration of students occur every opening of the semesters/ school year. In the process, enrollees are assisted/guided by their enrolling teachers/staff and the Office of Admission and Registration.

Office or Division:	Office of Admission and Registration			
Classification:	Complex Transactions			
Type of Transaction:	G2C -Government to Citizens (Students)			
Who may avail:	Qualified and admitted applicants for college studies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Form 138 (1 copy)		Student enrollees		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Qualified applicants will submit personally his/her original copy of F9/F10. Once submitted, applicant will receive enrolment key with username and password to be able to enroll.	Check and Verify if applicant has submitted the correct requirement and has entered the correct link or key to be able to enroll.	None	2 Minutes	OAR
2. Fill up personal information form and health survey form online. Then, click year and section and the Register button.	2. Assist qualified examinee	Tuition and other fees are shouldered by Unifast.	5 Minutes	OAR
3. Once registered applicant may view or print his/her Certificate of Certificate of		None	1 Minute	OAR



Registration (COR) .				
TOTAL		None	8 Minutes	



5. ENROLLMENT/REGISTRATION OF OLD COLLEGE STUDENTS

Brief Description of the Service

Enrollment/Registration of students occur every opening of the semesters/ school year. In the process, enrollees are assisted/guided by their enrolling teachers/staff and the Office of Admission and Registration.

Office or Division:	Office of Admission and Registration			
Classification:	Complex Transactions			
Type of Transaction:	G2C -Government to Citizens (Students)			
Who may avail:	Old college students (enrolled last semester/year)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificates of Grades (COG)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Login to enroll.neust.edu.ph using the password and username given before. Update Personal Information Form, health survey. Click course, section and subjects then click register.	Check and verify	Payment is shouldered by Unifast	7 Minutes	Enrolling teacher of each department.
2.a. If verified, payment of fees like RLE, OJT and Practice Teaching 2.b. In year level and courses that don't need payment, if verified, print Certificate of	Receive Payment	RLE-depends on the year level OJT- 300.00 Practice teaching- 150.00	3 mins 2 mins	Cashier's Office



Registration (COR)				
	TOTAL	None	9-10 Minutes	



6. ENROLLMENT/REGISTRATION OF NEW GRADUATE STUDENTS

Brief Description of the Service

Enrollment/Registration of students occur every opening of the semesters/ school year. In the process, enrollees are assisted/guided by their enrolling teachers/staff and the Office of Admission and Registration.

Office or Division:	Office of Admission and Registration			
Classification:	Complex Transactions			
Type of Transaction:	G2C -Government to Citizens (Students)			
Who may avail:	New Students in Advance Education (Masteral and Doctoral Programs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original copy of TOR (<i>in Undergraduate Degree for applicant in Masteral Studies; (1 copy)</i> <i>TOR in Master's Degree for applicant in Doctoral Studies)</i> (1 copy) 1 pc Passport Size Photograph 2 letters of Recommendation		Student-Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.New enrollees will log in to enroll.neust.edu.ph. Fill up information needed. Upload TOR and 2 recommendation letters.(Instructions are given in the website).	1. Approval /Disapproval of uploaded documents	None	3 Minutes	Graduate School Faculty, Graduate School Office
2. If approved, enrollee will receive an enrolment key with password and username in his email	Verification (if verified enrollee may	None		Graduate School



<p>address. Applicant will fill up the personal Information and health survey forms then select 4 subjects under the new curriculum of Program</p>	<p>proceed with the next step)</p>		<p>3 Minutes</p>	<p>enrolling teacher</p>
<p>3.If approved, payment of fees. either in NEUST Cashier's Office or online banking.</p> <p>3.a If payment is thru the NEUST Cashier, applicant may automatically print COR after payment.</p> <p>3.b If done thru online banking, enrollee need to upload proof of payment. If verified, then enrollee may print COR</p>	<p>3. Receive payment.</p>	<p>Tuition fee MA-P400/unit DoctoralP500/unit</p> <p>Physical Dev. P700.00</p> <p>GuidancefeeP50.00</p> <p>Security P50.00</p> <p>Charity 10.00</p> <p>Anti-TB/Red Cross P15.00</p> <p>Utility Fee P100.00</p> <p>Registration Fee P100.00</p> <p>Medical. Dental Fee P80.00</p> <p>Equipment Development P250.00</p> <p>Sports Development Fee P150.00</p> <p>ID Fee P70.00</p> <p>Research Journal P250.00</p> <p>Charity P10.00</p> <p>Laboratory Deposit</p>	<p>2 Minutes</p>	<p>Cashier's Office Personnel, Cashier's office</p>



		P600.00 (first year only) Entrance fee P120.00 (one-time fee) Maintenance Development P90.00 Student Handbook P40.00 (first year only) FTPCC P15.00 USG/Insurance P150.00 Library Fee P100.00		
	TOTAL		8 Minutes	



7. ENROLLMENT/REGISTRATION OF OLD STUDENTS IN THE GRADUATE SCHOOL

Brief Description of the Service

Enrollment/Registration of students occur every opening of the semesters/ school year. In the process, enrollees are assisted/guided by their enrolling teachers/staff and the Office of Admission and Registration.

Office or Division:	Office of Admission and Registration			
Classification:	Complex Transactions			
Type of Transaction:	G2C -Government to Citizens (Students)			
Who may avail:	New Students in Advance Education (Masteral and Doctoral Programs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Latest 2x2 formal picture, selfie and digital signature		Student-Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Login to enroll.neust.edu.ph using the password and username given before. Update Personal Information Form, health survey. Click course, and subjects then click register.	1. Approve /Disapprove	None	3 Minutes	Graduate School Faculty, Graduate School Office
2. If approve, proceed to payment of fees either thru the NEUST Cashier or online banking 2.a If payment is		Tuition fee MA-P400/unit DoctoralP500/unit		Cashier / Online Banking



<p>thru the NEUST Cashier, applicant may automatically print COR after payment.</p>	<p>NEUST Cashier</p>	<p>Physical Dev. P700.00</p>	<p>2 Minutes</p>	
<p>2.b If done thru online banking, enrollee need to upload proof of payment. If verified, then enrollee may print COR</p>	<p>NEUST Cashier</p>	<p>Guidance fee P50.00</p> <p>Security P50.00</p> <p>Charity 10.00</p> <p>Anti-TB/Red Cross P15.00</p> <p>Utility Fee P100.00</p> <p>Registration Fee P100.00</p> <p>Medical. Dental Fee P80.00</p> <p>Equipment Development P250.00</p> <p>Sports Development Fee P150.00</p> <p>ID Fee P70.00</p> <p>Research Journal P250.00</p> <p>Charity P10.00</p> <p>Laboratory Deposit P600.00 (first year only)</p> <p>Entrance fee P120.00 (one-time fee)</p> <p>Maintenance Development P90.00</p> <p>Student Handbook</p>	<p>5 minutes</p>	



		P40.00 (first year only) FTPCC P15.00 USG/Insurance P150.00 Library Fee P100.00		
TOTAL			5-10 Minutes	



8. ENROLLMENT/REGISTRATION OF Junior (Grade 8--10) High School Students

Brief Description of the Service

Enrollment/Registration of students happens every opening of the semesters/ school year. In the process, enrollees are assisted/guided by their enrolling teachers/staff and the Office of Admission and Registration.

Office or Division:	Office of Admission and Registration			
Classification:	Complex Transactions			
Type of Transaction:	G2C -Government to Citizens (Students)			
Who may avail:	Current Junior High School Students (<i>Completers of Grade 10</i>)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Form 138		Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Login to enroll.neust.edu.ph using the password and username given before. Update Personal Information Form, health survey. Click course, section and subjects then click register.	Assist enrollees when needed.	None	4 Minutes	Enrolling Teacher of the Laboratory High School/OAR /Accounting
2.Payment of fees. either in NEUST Cashier's Office or online banking. 2.a If payment is thru the NEUST Cashier, applicant may automatically print COR after payment. 2.b If done thru	Receive payment	Guidance Fee- PHP 50.00 Med& dental Fee P80.00 Athletic fee P90.00 Charity P10.00 Science and	2 Minutes	Cashier's Office Personnel,/Bank Personnel



<p>online banking, enrollee need to upload proof of payment. If verified, then enrollee may print COR</p>	<p>Verify Payment</p>	<p>Tech.P50.00 ID Fee P70.00 Lab Fee P160.00 Sports Dev. Fee P150.00 USG/Insurance P250.00 FTPCC P15.00 Publication P200.00 Main.Dev.P800.00 Library Fee P160.00 Socio Cultural P100.00 Registration Fee P100.00 Utility fee-100.00 Anti TB/Red Cross P15.00 Security P50.00 Physical Development - P3,200.00</p>	<p>5 minutes</p>	
	<p>TOTAL</p>	<p>PHP 5,650.00</p>	<p>6-11 Minutes</p>	



9. ENROLLMENT/REGISTRATION OF Senior (Grade 11-12) High School Students

Brief Description of the Service

Enrollment/Registration of students occur every opening of the semesters/ school year. In the process, enrollees are assisted/guided by their enrolling teachers/staff and the Office of Admission and Registration.

Office or Division:	Office of Admission and Registration			
Classification:	Complex Transactions			
Type of Transaction:	G2C -Government to Citizens (Students)			
Who may avail:	Current Junior High School Students (<i>Completers of Grade 10</i>)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Form 138		Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Login to enroll.neust.edu.ph using the password and username given before. Update Personal Information Form, health survey, then click year, section and click register.	Assist enrollees when needed	None	4 Minutes	Enrolling Teacher of the Laboratory High School/OAR /Accounting
2.Payment of fees. either in NEUST Cashier's Office or online banking. 2.a If payment is thru the NEUST Cashier,	Receive payment	Guidance Fee- PHP 50.00 Med & dental Fee P80.00 Athletic fee	2 minutes	Cashier's Office



<p>applicant may automatically print COR after payment.</p> <p>2.b If done thru online banking, enrollee need to upload proof of payment. If verified, then enrollee may print COR</p>	<p>Verify proof of payment</p>	<p>P90.00</p> <p>Charity P10.00</p> <p>ID Fee P70.00</p> <p>Lab Fee P260.00</p> <p>USG/Insurance P250.00</p> <p>Publication P200.00</p> <p>Library Fee P160.00</p> <p>Registration Fee P150.00</p> <p>Anti TB/Red Cross P15.00</p> <p>Internet fee P350.00</p> <p>Science and Tech. P125.00</p> <p>Tuition fee P6,900.00</p>	<p>3 minutes</p>	<p>Cashier's office</p>
<p>TOTAL</p>		<p>P 3,200.00</p>	<p>6-7 Minutes</p>	



10. ENROLLMENT/REGISTRATION OF TRANSFEREES

Brief Description of the Service

Enrollment/Registration of students occur every opening of the semesters/ school year. In the process, enrollees are assisted/guided by their enrolling teachers/staff and the Office of Admission and Registration.

Office or Division:	Office of Admission and Registration			
Classification:	Complex Transactions			
Type of Transaction:	G2C -Government to Citizens (Students)			
Who may avail:	New/transferring students from other schools			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Transcript of Records (1 copy)		Student-Applicant		
Certificate of Good Moral Character (1 copy)				
Certificate of Honorable Dismissal (1 copy)				
Evaluation Form (1 copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Interested student/s may send a letter of intent to transfer to the Dean of the course they are interested to enroll in. They have to bring with them the original copy of their Official Transcript of Records.	1. Dean will evaluate the scholastic standing of the applicant.	None	12 Minutes	Dean/Director



2. Approved transferees will receive an enrolment key with username and password in his/her email address.	Assist student/s.	none	1 minute	OAR
3. Login to enroll.neust.edu.ph using the password and username given. Fill up personal Information and health survey form, then click year, section, subjects and click register.	Assist student/s.	none	8 minutes	OAR/Enrolling Teacher
4. If verified, print Certificate of Registration (COR).	Assist student/s	None	1 Minute	student
TOTAL			22 Minutes	



11. ISSUANCE/RELEASE OF CERTIFICATES

Brief Description of the Service

Issuance of the different certificates needed by the students/graduates is one of the most important tasks of the Office of Admission and Registration. Students/Graduates usually use these certificates when they apply for scholarship, transfer to another University, employment and other vital purposes.

Office or Division:	Office of Admission and Registration			
Classification:	Simple Transactions			
Type of Transaction:	G2C -Government to Citizens (Students)			
Who may avail:	Students, Graduates/Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form Official Transcript of Records Certificate of Grades Certificate of Earned Units Certification, Authentication and Verification (CAV) Certificate of Enrolment Certificate of Honorable Dismissal Certificate of English Language as a Medium of Instruction *All certificates will be released on the same day but the Official TOR will be released after 3 working days		Students, Graduates/Alumni		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up request form when they personally come to the University or they may send request letter on line.	Check request form and instruct client to proceed to the Cashiers' office.	None	2 Minutes	OAR



2. Payment to the Cashier's Office	2. Receive payment and issue Official Receipt	Depends on the requested certificate	3 Minutes	Cashier's Office)
3. Present receipt to the OAR. Online-send receipt to oar@neust.edu.ph If one requests for TOR, wait for claim stud.	Release requested certificate. Send requested certificate on-line. Issue claim stub.	None	3minutes 3 days	OAR
TOTAL			9 Mins for face to face or online transactions 3 days for TOR	



Office of the University Library External/Internal Services



1. ISSUANCE OF LIBRARY CARD

Brief Description of the Service

This service covers the procedures in applying for a library card to be used every time they borrow library materials and can be used for a specific academic year and applies to all University campuses.

Office or Division:	Office of the University Library			
Classification:	Simple Transactions			
Type of Transaction:	G2C -Government to Citizen			
Who may avail:	NEUST students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of registration (1 copy) School ID (1 copy) 1x1 ID Picture (1 copy)		University Registrar University MIS The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The university students shall submit the requirements at the University Library.	1. The Librarian/library staff receives the requirements and shall verify the completeness of the requirements submitted.	None	2 Minutes	<i>Librarian/Library Staff, Office of the University Library</i>
	2. The library staff shall encode the name, students' number and course based on the Certificate of Registration of the student. 2.1 The library staff shall paste the picture in the library card.	None	4 Minutes	Library Staff, Office of the University Library
		None	1 Minute	Library Staff, Office of the University Library
TOTAL		None	7 minutes	



2. RECEIVING/ CHECKING IN OF LIBRARY MATERIALS

Brief Description of the Service

This service covers the process on how to checked out library materials to ensure quality service to the clients.

Office or Division:	Office of the University Library			
Classification:	Simple Transactions			
Type of Transaction:	G2G-Government to Government G2C-Government to Citizen			
Who may Avail:	NEUST faculty/students			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Library articles, books, and other Materials		University Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The University faculty/student shall receive material/s for return/ check-in library materials	1.The Librarian/library staff shall verify the receive material/s for return/ check-in	None	4 minutes	Librarian/ Library Staff, Office of the University Library
2.Scan barcode of the book/s to be returned / check-in of library materials	2.The Librarian/library staff shall scan the barcode after the release of the receive material/s for return/ check-in	None	1 minute	
3.Hand the return / check-in receipt to client	3.The Librarian/library staff shall hand the receive material/s for return/ check-in	None	1 minute	



4.Delivers library materials to the library section	4.The Librarian/library staff shall deliver the receive material/s for return/ check-in to the library section	None	1 minute	
	TOTAL	None	7 minutes	



3. RETURNING/CHECK-IN LIBRARY MATERIALS

Brief Description of the Service

This procedure covers the check-in of library materials in University Library and applies to all University campuses

Office or Division:	Office of the University Library			
Classification:	Simple Transactions			
Type of Transaction:	G2G-Government to Government G2C-Government to Citizen			
Who may Avail:	NEUST faculty/students			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Date Due Slip, Library card, Book card, Official Receipt		University Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The librarian/library staff shall check the books borrowed against the book card and library card.	1.The Librarian/library staff receive the borrowed book/s for overnight	None	4 minutes	Librarian/ Library Staff, Office of the University Library, Cashier
2.The librarian/library staff shall mark "ret" on the remarks of the book card.	2.The Librarian/library staff shall check and verify the returned book/s	None	2 minutes	
3.If overdue, the librarian/library staff shall fill-up the overdue fine slip and gives it to the borrower to be paid at the Cashier.	3.The Librarian/library staff shall provide Overdue Fine Slip.	Library Fines	2 minutes	



4. The cashier shall provide Official Receipt for the payment of the overdue book/s.	4.The Librarian/library staff shall verify the Official Receipt for overdue books if already paid.	None	4 minutes	
5.The borrower shall submit the Official Receipt with the Overdue Fine Slip.	5. Official Receipt together with the overdue fine slip must be presented after payment.	None	1 minute	
6.The librarian/library staff shall take note in the log-book for overdue fine the Official Receipt Number and the borrower will sign his/her name at the log-book.	6.The librarian/library staff shall log-in the name of the borrower's name in the log-book for easy retrieval and references	None	4 minutes	
7.The librarian/library staff shall release the borrower's library card.	7.The librarian/library staff shall release the borrower's library card and duly signed library clearance	None	1 minute	
	TOTAL	None	18 minutes	



4. UPDATING MONTHLY STATISTICS

Brief Description of the Service

This service covers the monthly statistics of the library.

Office or Division:	Office of the University Library			
Classification:	Simple Transactions			
Type of Transaction:	G2G-Government to Government G2C-Government to Citizen			
Who may Avail:	NEUST faculty/students			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Library logbook, log sheet (1 copy)		University Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The librarian/library staff shall assist library clients in using the student library log sheet and faculty and staff library log sheet.	1.The Librarian/library staff shall collect daily statistics for tabulation	None	1 minute	Librarian/ Library Staff, Office of the University Library
2.The library clients shall log-in in the log sheet before entering in the library.	2.The Librarian/library staff shall submit monthly statistics to the librarian	None	1 minute	
3.The library staff shall collect the daily statistics and tabulate	3.The Librarian/library staff shall interpret of the monthly statistics	None	4 minutes	



4.The library staff shall submit to the librarian the monthly statistics	4.The Librarian/librarian staff submits to the office of the University Librarian and will be included in the annual reports	None	4 minutes	
	TOTAL	None	10 minutes	



5. DESELECTING, WEEDING OF LIBRARY MATERIALS

Brief Description of the Service

This service covers the procedures in deselecting or weeding library materials.

Office or Division:	Office of the University Library			
Classification:	Simple Transactions			
Type of Transaction:	G2G-Government to Government G2C-Government to Citizen			
Who may Avail:	NEUST faculty/students			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Library accession record (1 copy)		University Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Librarian shall evaluate the library material according to the criteria enumerated in the Collection Development Policy.	1. The Librarian/library staff shall evaluate the library material	None	9 minutes	Librarian/ Library Staff, Office of the University Library
2. The Librarian shall submit a list of the weeded out materials to the Office of the Chief Librarian then transmitted to the Office of the Vice-President and	2. The Librarian/library staff shall prepare a list of weeded books and will be submitted to the Office of the University Librarian and transmitted to	None	9 minutes	



Supply Office for the approval and decision for disposal.	the Office if the VPAA and Supply Office for approval.			
3.If approved, the deselected or weeded books shall be forwarded to the Supply Office for Condemnation.	3.The Librarian/library staff will be forwarded the deselected books to the Supply Office for Condemnation.	None	4 Minutes	
4.The Librarian shall indicate in its records (accession record, inventory card, book lists) "W" for weeded out or withdrawn from collection. If it is a duplicate or a volume in a set and there are other copies or volumes still in use, the librarian shall indicate in the accession book the information needed for the	4.The Librarian/library staff updates the Accession Record	None	14 Minutes	



weeded volume.				
5.The Office of the Chief Librarian and the librarian shall keep the record of the listed of the weeded out.	5. The University Librarian and Librarian shall keep the record.		4 minutes	
	TOTAL	None	40 minutes	



6. LIBRARY INVENTORY

Brief Description of the Service

This service covers the procedures and process in the inventory of library materials.

Office or Division:	Office of the University Library			
Classification:	Simple Transactions			
Type of Transaction:	G2G-Government to Government G2C-Government to Citizen			
Who may Avail:	NEUST faculty/students			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Library accession record (1 copy)		University Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Librarian shall recall library materials borrowed by faculty, staff and students.	1.The Librarian/library staff shall recall borrowed library materials	None	14 minutes	Librarian/ Library Staff, Office of the University Library
2.The Librarian shall print the inventory checklist based on the accession book/record.	2.Print inventory checklist based on the accession record/checklist	None	14 minutes	
3.The Librarian shall check the book's accession number against the checklist. If the accession number is the same with	3.The Librarian/library check the book's accession number against checklist	None	24 minutes	



the accession number in the spine of the book, cross out the list in the checklist.				
4.The Librarian shall indicate in its records (accession record, inventory card, book lists) “W” for weeded out or withdrawn from collection. If it is a duplicate or a volume in a set and there are other copies or volumes still in use, the librarian shall indicate in the accession book the information needed for the weeded volume. If it is different, the book shall be pulled out from the shelves for checking	4.The Librarian/library staff shall see if the accession number is the same with the accession number in the spine of the book and different accession number, book shall be pulled-out from the shelves for checking	None	14 minutes	
5.The Librarian shall check the checklists that were not crossed out and prepare a new list for checking.	5. The University Librarian and Librarian shall check the checklists that were not crossed out and prepare a new list for checking		14 minutes	
6.The Librarian shall review and counter check items not cross out	6. Review and counter check items not cross out from the		24 minutes	



from the shelves and records of faculty and staff.	shelves and records of faculty and staff			
7.The librarian shall prepare final list of missing materials after all possible alternative has been done to check and recheck materials.	7.Prepare final lists of missing materials		24 minutes	
8.The librarian shall indicate “lost and year” in the REMARKS column of the accession book	8. Indicate “Lost and Year” in the Remarks column of the accession book		14 minutes	
9.The librarian shall prepare and submit result of the inventory to the Office of the University Librarian for his/her reference in purchasing materials.	9. Prepare and submit result of the inventory to the Office of the University Librarian for his/her reference to purchase replacement.		24 minutes	
	TOTAL	None	166 minutes	



7. LIBRARY DOCUMENT DELIVERY FOR NEW NORMAL

Brief Description of the Service

1. This service covers process on how to deliver the borrowed book in Security guard that will pick-up by the client/s

Office or Division:	Office of the University Library			
Classification:	Simple Transactions			
Type of Transaction:	G2G-Government to Government G2C-Government to Citizen			
Who may Avail:	NEUST faculty/students			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Library book borrowing form, library card (1 copy)		University Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Librarian / library staff will send the book/s in the Security Guard house that will be pick-up by the borrower.	<p>Within Campus</p> <p>1.The Librarian/library staff Library staff will deliver the book/s</p> <p>Outside</p> <p>1.Book drop: Security Guard House</p>	None	9 minutes	Librarian/ Library Staff, Office of the University Library
2.The borrower	Within Campus	None	7 minutes	



shall fill-up the book card as well as the borrowing book/s form.	2.Fill up the form Outside 2. Book drop: Security Guard House			
3.The Security Guard on duty will keep the Library copy form to be collected by the Library Staff within the day.	Within Campus 3.The Librarian/library staff shall keep the copy of filled-up book form Outside 3.Drop off the borrowed book/s	None	2 minutes	
4.The borrower can get her copy for the books he/she borrowed.	Within Campus 4. The Librarian/library staff shall give the copy of the borrowed book/s Outside 4.Drop off the borrowed book/s	None	4 minutes	
5.The library staff	Within Campus	None	4 minutes	



shall get the form filled up by the borrower/s in Security guard house within the day.	5.The Librarian/Library staff shall check and collect the forms filled up by the borrower's Outside 5.Drop off the borrowed book/s			
	TOTAL	None	26 minutes	



8 BORROWED BOOKS/CHECK OUT FOR NEW NORMAL

Brief Description of the Service

This service covers process on how to borrowed books/check out for new normal.

Office or Division:	Office of the University Library			
Classification:	Simple Transactions			
Type of Transaction:	G2G-Government to Government G2C-Government to Citizen			
Who may Avail:	NEUST faculty/students			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Library Google form, Library book card			University Library	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The borrower will fill up the online library google form to borrow book/s.	1. Go to: NEUST Library Facebook page	None	4 minutes	Librarian/ Library Staff, Office of the University Library
2. The borrower shall complete the information needed to proceeds to his/her request.	2 Fill out the online library google form to proceed your request	None	6 minutes	
3. The librarian in-charge will check the	3.The Librarian/library staff shall check the availability	None	4 minutes	



availability of the books.	of the books to be borrowed			
4. If in e-books form, the librarian/library staff will send thru e-mail the requested e-book/s.	4. The Librarian/library staff shall send the e-book form thru email	None	4 minutes	
5. The librarian/library staff in-charge shall check the availability of the books.	5.The Librarian/Library staff shall Inform the user of the availability of the library materials.	None	4 minutes	
6.The librarian/library staff will confirm the reservation of the book/s.	6.The Librarian/Library staff shall Inform the online borrower's and reserve the e-book/s and or book/s	None	4 minutes	
	TOTAL	None	26 minutes	



9 RETURNING OF BOOKS FOR NEW NORMAL

Brief Description of the Service

This service covers process on the returning of library materials for new normal.

Office or Division:		Office of the University Library		
Classification:		Simple Transactions		
Type of Transaction:		G2G-Government to Government G2C-Government to Citizen		
Who may Avail:		NEUST faculty/students		
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Library Returning form copy, Library book card		University Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The borrower will fill up the returning form in the Security guard house . .	1. Notify the Librarian in-charge	None	4 minutes	Librarian/ Library Staff, Office of the University Library
2. The Security Guard on duty will keep the Library returning copy form.	2. Place the book/s at the designated drop box located at the Security Guard House	None	4 minutes	
3. The borrower shall get her returned form	3. The Librarian/library staff shall	None	4 minutes	



copy with the signature of the person who receive of the books he/she returned	check the availability of the books to be borrowed			
4.The library staff shall get the returning form filled up by the borrower/s in Security guard house within the day.	4. The borrowers shall fill-up the returning form for proper returning of the book borrowed	None	4 minutes	
	TOTAL	None	16 minutes	



Office of the Guidance and Counseling Office External Services



1. CERTIFICATION OF GOOD MORAL CHARACTER

Brief description of the service

Students and graduates request certification of good moral character for whatever legal purpose the document may serve.

Office of Division:	Guidance and Counseling Office			
Classification:	Simple Transactions			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	NEUST Students and Graduates			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Official Receipt amounting to Php 10.00 per copy. A representative must have an authorized letter duly signed by the graduate or student with valid ID bearing the same signature on the authorization letter. Additionally, the representative must present a valid ID.		1. Cashier's Office Graduate or Student and his/her Representative		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the Good Moral Certificate Logbook either in Google or Physical Form.	Issue a signed Good Moral Certificate	Not applicable	1 minute	Guidance personnel
2. Fill out the Client Feedback Form through QR or university website.	Improve services based on evaluation	Not applicable	Depends on the requesting person.	Guidance personnel, Records officer
Optional: Proceed to OAR to seal the certificate with university logo.	OAR seals the certificate.	Not applicable	1 minute.	OAR Personnel
TOTAL		10.00 per copy	1-2 minutes	



2. COUNSELING SERVICE

Brief description of the service

Mental health support and counseling services are provided to students for free. It is available to students in-person and online during official time.

Office of Division:	Guidance and Counseling Office			
Classification:	Simple Transactions			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	NEUST Students and Graduates			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
None		None		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student walks-in into the office or messages the office verified social media page, GCO TeleMental Health Support for NEUSTians (Facebook Page)	1. Guidance counselor provides counseling or telecounseling to student 1.2. If the counselor is on official business, on leave, or in class, an appointment will be scheduled for the counselee	Not applicable	45-60 minutes	Registered Guidance Counselor and Guidance Staff
2. Evaluate the service	2. Utilize evaluation data	Not applicable	1 minute	Guidance personnel



3. Schedule another session (if needed)	3. Follow up with the counselee	Not applicable	45-60 minutes	Registered Guidance Counselor



**OFFICE OF THE SCHOLARSHIP FINANCIAL
ASSISTANCE
EXTERNAL SERVICES**



ISSUANCE OF CERTIFICATION OF INCLUSION IN THE FREE HIGHER EDUCATION

Brief Description of the Service

This service covers the process of issuance of the certification of free higher education.

Office or Division:	Office of the Student Affairs/ Scholarship and Financial Assistance			
Classification:	Simple Transaction			
Type of Transaction:	G2C -Government to Citizen			
Who may avail:	NEUST students			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Photocopy of Certificate of Registration		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The University student shall proceed to the Office of Student Affairs and provide a photocopy of the Certificate of Registration	1. The SFAO personnel shall collect from the student the requirement for the photocopy certificate of registration	none	1 minute	SFAO personnel, Office of Student Affairs
	2. The SFAO personnel shall issue the Certification of Free Higher Education		1 minute	SFAO personnel, Office of Student Affairs
TOTAL		NONE	2 minutes	



ISSUANCE OF CERTIFICATION OF NO NATIONALLY FUNDED SCHOLARSHIP OR FINANCIAL ASSISTANCE RECEIVED EXCEPT FHE

Brief Description of the Service

This service covers the issuance of the certification of no scholarship or financial assistance received.

Office or Division:	Office of the Student Affairs/ Scholarship and Financial Assistance			
Classification:	Simple Transaction			
Type of Transaction:	G2C -Government to Citizen			
Who may avail:	NEUST students			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
Photocopy of Certificate of Registration		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The University student shall proceed to the Office of Student Affairs and provide a photocopy of the Certificate of Registration.	1.The SFAO personnel shall collect the requirement for the photocopy certificate of registration from the student.	none	1 minute	SFAO personnel, Office of Student Affairs and Services
	2.The SFAO personnel shall verify and issue the Certification of		3 minutes	SFAO personnel, Office of Student Affairs and



	No National Scholarship or Financial Assistance Received			Services
TOTAL		NONE	4 minutes	



APPLICATION FOR UniFAST TERTIARY EDUCATION SUBSIDY

Brief Description of the Service

This service covers the process of applying for the UniFAST Tertiary Education Subsidy.

Office or Division:	Office of the Student Affairs/Scholarship and Financial Assistance Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C -Government to Citizen			
Who may avail:	NEUST students			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<ul style="list-style-type: none"> • Photocopy of Certificate of Registration • Photocopy of NEUST student ID • Photocopy DSWD Household ID or <i>Listahanan</i> ID 		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The University student shall proceed to the Office of Student Affairs and provide a photocopy of the Certificate of Registration, a photocopy of the NEUST student ID, and a photocopy of the DSWD Household ID or <i>Listahanan</i> ID.	1. The SFAO personnel shall collect from the student the required photocopy of the Certificate of Registration, photocopy of NEUST student ID, and photocopy of DSWD Household ID or <i>Listahanan</i> ID.	None	5 minutes	SFAO personnel, Office of Student Affairs and Services




	1.1 The SFAO personnel shall issue a financial assistance application form	None	1 minute	SFAO personnel, Office of Student Affairs and Services
2. The University student shall fill up the issued financial assistance application form at the Office of Student Affairs	2. The SFAO personnel shall collect the accomplished financial assistance application form	None	2 minutes	SFAO personnel, Office of Student Affairs and Services
	2.1 Verify the adequacy of the information provided	None	5 minutes	SFAO personnel, Office of Student Affairs and Services
TOTAL		None	13 minutes	



ONLINE ISSUANCE OF CERTIFICATION OF INCLUSION IN THE FREE HIGHER EDUCATION

Brief Description of the Service

This service covers the online issuance of the certification inclusion in free higher education.

Office or Division:	Office of the Student Affairs/ Scholarship and Financial Assistance			
Classification:	Simple Transactions			
Type of Transaction:	G2C -Government to Citizen			
Who may avail:	NEUST students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Registration		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. The University student shall visit the FaceBook page of the Scholarship and Financial Assistance and scan the QR code or fill out the Certificate of Free Higher E-Logbook.</p> <div style="text-align: center;">  <p>QR Code for Online Issuance of Certification</p> <p><small>SCHOLARSHIP AND FINANCIAL ASSISTANCE OFFICE</small></p> </div> <p>https://docs.google.com/forms/d/e/1FAIpQLSeArbUgDeJCMf7BdycGAbXtehNfn5hW2uBJ4iYGG4kM15aD7Q/viewform?fbclid</p>	<p>1. The SFAO personnel shall gather the information provided by the student from the FHE E-Logbook.</p> <p>2. The SFAO personnel shall issue the Certificate of Inclusion in Free</p>	<p>none</p>	<p>1 minute</p> <p>1 minute</p>	<p>SFAO personnel, Office of Student Affairs</p> <p>SFAO personnel, Office of Student Affairs</p>




=lwAR3yX4TGWNHROdf LAZtgD4j9rX6RuumESE mlxhTIGU9c6r9wl8Zp- h4Ka1s	Higher Education.			
2. The University student can print the signed PDF or proceed to the Office.				
TOTAL		NONE	2 minutes	



ISSUANCE OF ONLINE CERTIFICATION OF NO NATIONALLY FUNDED SCHOLARSHIP OR FINANCIAL ASSISTANCE RECEIVED EXCEPT FHE

Brief Description of the Service

This service covers the online issuance of a certification that no nationally funded scholarship or financial assistance has been received, except for free higher education.

Office or Division:	Office of the Student Affairs/ Scholarship and Financial Assistance			
Classification:	Simple Transactions			
Type of Transaction:	G2C -Government to Citizen			
Who may avail:	NEUST students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of Certificate of Registration		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. The University student shall visit the FaceBook page of the Scholarship and Financial Assistance, scan the QR code, or fill out the Certificate of No Nationally Funded Scholarship or Financial Assistance Received E-Logbook.</p> <div style="text-align: center;">  <p>QR Code for Online Issuance of Certification</p> </div> <p>https://docs.google.com/forms/d/e/1FAIpQLSeArbUgDeJC</p>	<p>1. The SFAO personnel shall gather the information provided by the student from the no nationally funded scholarship or financial assistance received in the E-Logbook.</p> <p>2. The SFAO personnel shall verify and issue the Certification</p>	<p>none</p>	<p>1 minute</p> <p>3 minutes</p>	<p>SFAO personnel, Office of Student Affairs and Services</p> <p>SFAO</p>



<p>Mf7BdycGAbXtehNfn5hW2uBJ4iYGG4kM15aD7Q/viewform?fbclid=IwAR3yX4TGWNHROdfLAZtgD4j9rX6RuumESEmlxhTIGU9c6r9wI8Zp-h4Ka1s</p> <p>2. The University student can print the signed PDF or proceed to the Office.</p>	<p>of No National Scholarship or Financial Assistance Received</p>			<p>personnel, Office of Student Affairs and Services</p>
<p>TOTAL</p>		<p>NONE</p>	<p>4 minutes</p>	



ONLINE APPLICATION FOR UniFAST TERTIARY EDUCATION SUBSIDY

Brief Description of the Service

This service covers the process of online application for the UniFAST Tertiary Education Subsidy.

Office or Division:	Office of the Student Affairs/Scholarship and Financial Assistance Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	NEUST students			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
<ul style="list-style-type: none"> • Photocopy of Certificate of Registration • Photocopy of NEUST student ID • Photocopy DSWD Household ID or <i>Listahanan</i> ID 		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The University student shall visit the FaceBook page of the Scholarship and Financial Assistance and fill out the TES E-Logbook. https://docs.google.com/forms/d/e/1FAIpQLSeArbUgDeJCMf7BdycGAbXtehNfn5hW2uBJ4iYGG4kM15aD7Q/viewform?fbclid=IwAR3yX4TGWNHROdfLAZtgD4j9rX6RuumESEmlxhTIGU9c6r9wl8Zp-h4Ka1s	1. The SFAO personnel shall gather the information provided by the student TES in the E-Logbook. 2. The SFAO personnel shall verify and collect the accomplished TES E-Logbook. 3. The SFAO personnel will upload the	None	5 minutes 3 minutes 3 minutes	SFAO personnel, Office of Student Affairs and Services SFAO personnel, Office of Student Affairs and Services SFAO personnel, Office of Student



	gathered information to the UniFAST Portal.			Affairs and Services
TOTAL		None	16 minutes	



Office of the Student's Affairs External Services



1. HIRING AND PROMOTION OF EDITORIAL STAFF

Brief Description of the Service

This service covers the hiring of prospective student journalists. It also includes the promotion of present publication staffers and is applicable to all University campuses. It does not cover the publications of the administration and non-teaching personnel of the University.

Office or Division:	Office of Student Affairs			
Classification:	Simple Transactions			
Type of Transaction:	G2C -Government to Citizen			
Who may avail:	NEUST students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application form for New Applicants (1 copy) Application form for Promotion (1 copy)			Office of Student Affairs – Office of Student Publication	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The University student shall proceed to the Office of Student Publication. (Note: For online transaction, the student shall message the Facebook Page of The Blaze – the Official Student Publication of NEUST.)	1. The Head of the Office of Student Publication shall issue NEUST-OSA-F005 (Application form for New Applicants) or NEUST-OSA-F006 (Application form for Promotion) to the applicant.	None	5 minutes	<i>Head of the Office of Student Publication, Office of Student Affairs</i>
2. The University college student-applicants shall fill out either the NEUST-OSA-F005 (Application Form for New Applicants) or the NEUST-OSA-F006 (Application Form for Promotion) and submit the form to the Office of	2. The Committee on student publications shall conduct competitive examination and interview for the applicants for membership, and for senior members for promotion. The Committee on Student Publications shall use	None	5 days	<i>Committee on Student Publication, Office of Student Affairs</i>



<p>Student Publication. (Note: For online transaction, the form has to be sent through private message to The Blaze Facebook Page.)</p>	<p>forms NEUST-OSA-F007 (Evaluation Form for New applicants), NEUST-OSA-F008 (Summary sheet), NEUST-OSA-F009 (Evaluation Form for Promotion), and NEUST-OSA-F010 (Endorsement Form). 2.1 After the interview and competitive examinations. The Committee on Student Publications shall endorse the list of the new members and editorial Board to the Dean of Student Affairs using NEUST-OSA-F011.</p>			
TOTAL		None	5 days	



2. RECOGNIZING STUDENT PUBLICATIONS

Brief Description of the Service

This service covers the recognition of student publications from campuses and colleges of the University.

Office or Division:	Office of the Student's Affairs			
Classification:	Simple Transactions			
Type of Transaction:	G2G -Government to Government G2C -Government to Citizen			
Who may avail:	NEUST students/college or campus student publication advisers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Document Request Form (1 copy) Certificate of Recognition (1 copy) Recognition Requirements (1 copy)			Office of Student Affairs The client will provide	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The university college/student or campus/college student publication adviser shall request for publication recognition. (Note: For online transaction, the client shall message the Facebook Page of The Blaze – the Official Student Publication of NEUST.)	1. The Head of the Office of Student Publication shall issue NEUST-OSA-F003 (Document Request Form) to the process client.	None	2 minutes	<i>Head of the Office of Student Publication, Office of Student Affairs</i>
2. The client shall fill out the NEUST-OSA-F003 (Document Request Form) and submit the form with the recognition requirements. (Note: For online transaction, the client shall send the form and the	2.1 The Head of the Office Student Publication shall evaluate the recognition requirements. 2.2 If the recognition requirements are all complied by the process client, the Student Publication Head shall	None	10 minutes	<i>Head of the Office of Student Publication, Office of Student Affairs</i>



complete requirements to the Facebook Page of The Blaze – the Official Student Publication of NEUST.)	either personally or virtually issue NEUST-OSA-F004 (Certificate of Recognition) to the requester. If the requester fails to comply the needed requirements, the Student Publication Head shall inform the requester of the unsatisfied requirement.			
TOTAL		None	12 minutes	



Office of the Student Affairs and Services
Office of Student Organizations, Activities and Development
External Services



1. NEW REGISTRATION OF STUDENT ORGANIZATIONS

Brief Description of the Service

This service covers the process of recognition and registration of New Non-Political Student Organizations of NEUST.

Office or Division:	Office of Student Organizations, Activities and Development			
Classification:	Simple Transactions			
Type of Transaction:	G2C -Government to Citizen			
Who may avail:	NEUST students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent for Recognition (3 copies) Letter of acceptance of adviser (3 copies) Proposed activities (3 copies) List of officers and members (3 copies)		The Applicant organization will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The applicant student organization shall submit the accomplished application form to the Head of the Office of Student Organization, Activities and Development (OSOAD). 1.1. Three copies of letter of intent for recognition. (NEUST-OSA-F026) 1.2. Three copies of letter of acceptance of adviser/s. (NEUST-OSA-F027) 1.3. Three copies of list of	1. The Head of OSOAD shall evaluate the documents submitted by the applicant NPSO. and the Dean of OSA, and	None	4 minutes	Head, Office of Student Organizations, Activities and Development (OSOAD).



<p>officers and members of the organization. The applicant NPSO shall submit the names, courses and year and signatures of at least 15 founding/current members. (NEUST-OSA-F028)</p> <p>1.4. Three copies of proposed activities of the organization. The applicant NPSO shall submit their proposed activities for the entire school year including the tentative dates of implementation and a brief description of each activity. (NEUST-OSA-F029)</p>				
<p>2. The applicant NPSO shall also submit their Constitution and By Laws to the Committee on Student Organizations, and Activities (CSOA).</p>	<p>2. The Committee on Student Organization and Activities shall review and approve the constitution and by-laws of the applicant NPSO.</p> <p>3. After the evaluation of documents and approval of the constitution and by-laws submitted by the applicant NPSO, the University shall</p>	<p>None</p>	<p>Issuance of the Certificate of Recognition is three days upon receipt of the Office of the President</p>	<p>Committee on Student Organization members (CSOA)</p> <p>Head, Office Of Student Organization, Activities and Development</p> <p>Dean, Office of the Students Affairs</p>



	issue a certificate of recognition with an registration number to the recognized NPSO in a recognition ceremony.			
TOTAL		None	Depends on the process	



2. RENEWAL OF REGISTRATION OF STUDENT ORGANIZATIONS

Brief Description of the Service

This service covers the process of renewal of recognition and registration of Non-Political Student Organizations of NEUST.

Office or Division:	Office of Student Organizations, Activities and Development			
Classification:	Simple Transactions			
Type of Transaction:	G2C -Government to Citizen			
Who may avail:	NEUST students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent for Recognition (3 copies) Letter of acceptance of adviser (3 copies) Proposed activities (3 copies) List of officers and members (3 copies)		The Applicant organization will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. The applicant student organization shall submit the accomplished application form to the Head of the Office of Student Organization, Activities and Development (OSOAD). 2.1. Three copies of letter of intent for recognition. (NEUST-OSA-F026) 2.2. Three copies of letter of acceptance of adviser/s. (NEUST-OSA-F027) 2.3. Three copies of list of	1. The Head of OSOAD shall evaluate the documents submitted by the applicant NPSO. and the Dean of OSA, and	None	3 minutes	Head, Office of Student Organizations, Activities and Development (OSOAD).



<p>officers and members of the organization. The applicant NPSO shall submit the names, courses and year and signatures of at least 30 founding/current members. (NEUST-OSA-F028)</p> <p>2.4. Three copies of proposed activities of the organization. The applicant NPSO shall submit their proposed activities for the entire school year including the tentative dates of implementation and a brief description of each activity. (NEUST-OSA-F029)</p>				
<p>2. The applicant NPSO shall also submit their Constitution and By Laws to the Committee on Student Organizations, and Activities (CSOA).</p>	<p>2. The Committee on Student Organization and Activities shall review and approve the constitution and by-laws of the applicant NPSO.</p> <p>3. After the evaluation of documents and approval of the constitution and by-laws submitted by the applicant NPSO, the University shall</p>	<p>None</p>	<p>Issuance of the Certificate of Recognition is three days upon receipt of the Office of the President</p>	<p>Committee on Student Organization members (CSOA)</p> <p>Head, Office of Student Organization, Activities and Development</p> <p>Dean, Office of the Students Affairs</p>



	issue a certificate of recognition with a registration number to the recognized NPSO in a recognition ceremony.			
TOTAL		None	Depends on the process	



3. STUDENT INSURANCE SERVICE

Brief Description of the Service

This service covers the procedure is to establish the process of student insurance system in the University.

Office or Division:	Office of the Student's Affairs	
Classification:	Simple Transactions	
Type of Transaction:	G2C -Government to Citizen	
Who may avail:	NEUST students	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Group Personal Accident Insurance Claim Requirements: (1 copy) For accident or death claim: Attending physician statement Attending physician statement Police investigation report Birth certificate Death certificate (NSO) Medical certificate Marriage contract School certification Funeral O.R. receipt For Accidental/Illness Hospitalization Disbursement Claim: (1 copy) Attending Physician Statements Police Investigation Report/Accident Report Hospital Statement of Account Medical Bills and Receipt Medical Certificate X-ray result/CT Scan Prescription of Medicines School Certification either Employee or Student Affidavit of Insured's driver and Photocopy of Driver's License (if Motorcycle Accident)	The client will provide	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The insured student beneficiary shall submit the application requirements to the Head, Office of Student Organizations, Activities and Development (OSOAD).	1. The Head of the Office (OSOAD) shall review the documents before submitting it to the insurance provider.	None	4 minutes	Head, Office of Student Organizations , Activities and Development (OSOAD).
	2. The Documents submitted by the Head of the Office (OSOAD) will again be evaluated by the insurance provider. 3. The insurance provider will call the beneficiary for the release of claims.	None	Depends on the process	The insurance provider
TOTAL		None	Depends on the process	



On-the-Job Training Office External Services



1. HANDLING OJT STUDENTS' STUDENT ENROLLMENT AND DEPLOYMENT

Brief Description of the Service

This service covers the Standardized and uniform procedures of On-the-Job-Training (OJT) and Career Development Office, applicable to all Program Heads/OJT Coordinators of different colleges and campuses of this university

Office or Division:	On-the-job-Training Office			
Classification:	Simple Transactions			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	NEUST students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Registration (1 copy) Proof of attendance to PDOS (1 copy)		Registrars' Office Pre-departure orientation seminar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The university student shall provide certificate of registration and the proof of attendance to pre-departure orientation seminar On-the-job-Training Office	1. The OJT Coordinator shall collect the Attendance to PDOS and Certificate of Registration of the students as a proof that they are enrolled in the OJT Program	None	5 minutes	<i>OJT Coordinator</i> On-the-job-training office
	1.1The OJT Coordinator shall provide the List of Requirements to the students who are enrolled in the OJT Program and must provide the Application Form for OJT including all the standardized forms of the OJT and	None	5 minutes	<i>OJT Coordinator</i> On-the-job-training office



	Career Development Office that must be complied by the student–trainees			
2. The OJT students shall provide the application form for OJT, checklist of requirements and all the forms On-the-job-Training Office	2. The OJT Coordinator shall collect the Application Form for OJT and all the pertinent requirements of the students enrolled in the OJT Program based on the Checklist of Requirements for students.	None	5 minutes	<i>OJT Coordinator</i> On-the-job-training office
	2.1 The Coordinator shall assigned the Host Training Establishments or Company where the students will undergo their training	None	10 minutes	<i>OJT Coordinator</i> On-the-job-training office
	2.3 The OJT Coordinator shall release to the students the Accomplishment Form including the Training Plan.	None	5 minutes	<i>OJT Coordinator</i> On-the-job-training office
3.The Student–Trainees shall undergo their On–the–Job–Training to their assigned Host Training Establishments depending on the required hours based on their curriculum		None		<i>Host Training Establishments/ Student–Trainees/ OJT Coordinator</i> On-the-job-training office
TOTAL		None	30 minutes	



Office of the Sports Development Center External Services



1. RECRUITMENT AND SELECTION OF PLAYERS

Brief Description of the Service

This service covers procedure from the scouting/selecting players, up to the conduct of university-wide sports competition (U-Meet) as one of the venues for recruiting/ selecting additional members of the NEUST varsity teams in all campuses.

Office or Division:	Office of the Sport Development Center			
Classification:	Complex Transactions			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	NEUST students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Information Sheet (1 copy) Certificate of Participation (1 copy)		Sport Development Office The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The bonified student of the university shall submit information sheet and certificate of participation at the Sports Development Center. 1.1 Athletes must have played in the provincial/ regional/national meet. Scouted players from different competitions will be automatically part of the training pool.	1. The coaches and trainers concerned must collect and evaluate all requirements.	None	3 minutes	Coaches and trainers concerned, Office of the Sports Development Center
2. The bonified student of the university shall attend the try-out; venues and	2. The coaches and trainers concerned must	None	30 minutes	Coaches and trainers concerned, Office



<p>dates will be announced.</p>	<p>choose the potential athletes needed by the team.</p> <p>2.1 The coaches and trainers concerned must submit the list of players to the Sports development office including the new players.</p>	<p>None</p>	<p>1 day</p>	<p>of the Sports Development Center</p> <p>Coaches and trainers concerned Office of the Sports Development Center</p>
<p>TOTAL</p>		<p>None</p>	<p>1 days and 33 minutes</p>	



Offices under the Office of the University Vice President for Administration, Business, and Finance



Health Services Unit

External/Internal Services



1. HEALTH SERVICES

Brief Description of the Service

Students could only learn so much if they are of good physical and mental conditions. Hence, the university must assist them in maintaining such a healthy status. In so doing, in case of contagious disease, attending to one's health condition is likewise protecting others from acquiring the same. Health service therefore is one of the important services being accorded to students as well as personnel by the University in all campuses.

Office or Division:	Health Services Unit (HSU)			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2C- Government to Citizens G2G - Government to Government			
Who may avail:	<i>Bona fide</i> Students and Personnel of NEUST			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Health Profile (1 copy)		University Health Services Unit		
COVID Survey Form (1 copy)		University Health Services Unit		
Annual Physical Examinations (Medical/Dental)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Student Health Profile on-line	1. Receiving of the data	None	5 Minutes	Assigned MIS Personnel, MIS Office
2. Annual Physical Examination (Medical/Dental) after accomplishment of COVID Survey Form of the students and personnel	2. Limited to those with problems, the Health Services Unit will conduct the examination on a scheduled date	None	20 Minutes	MOIII, Dental III, Nurse, Health Services Unit (HSU)



3. Referral to specialists or further diagnostic evaluation when deemed necessary to those patients with findings	3. Referral to proper specialist 3.1 Follow up result of referral for monitoring of patient's condition	None	5 Minutes	MO III
	TOTAL	None	30 Minutes	



Accounting Office

External Services



1. ASSESSMENT OF ENROLLEES

Brief Description of the Service

This service covers the process in assessment of enrollees, from verification of assessment of irregular students, validation of assessment of students under free tuition and re-assessment of students under various scholarship programs in all University campuses.

Office or Division:	Accounting Office			
Classification:	Simple Transactions			
Type of Transaction:	G2C-Government to Citizens (Students)			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Assessment Form (2 copies)		Students		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Upon successful verification of enrolling teachers, the account of students will automatically appear in the pre-registration list	Check and verify the assessed fees for Graduate School, AVTP and Irregular students NOTE: Assessed fees of regular high school and higher education students are automatically approved by the system	None	4 Minutes	Accounting Office Personnel, Accounting Office
	Forward to Cashier's Office for payment	None	1 Minutes	Accounting Office Personnel, Accounting Office
TOTAL		None	5 Minutes	



2. TAGGING OF STUDENT FEES

Brief Description of the Service

This service covers the process of tagging of student fees in all University campuses

Office or Division:	Accounting Office			
Classification:	Simple Transactions			
Type of Transaction:	G2C -Government to Citizens (Students)			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ID Card (1 original copy)		Students		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Students will be required to present their ID Card	Apply the necessary fees to the students' accounts thru the University Enrollment System	None	2 Minutes	<i>Accounting Office Personnel, Accounting Office</i>
	Forward to Cashier's Office for payment	None	2 Minutes	<i>Accounting Office Personnel, Accounting Office</i>
TOTAL		None	4 Minutes	



3. ISSUANCE OF ORDER OF PAYMENT (BID DOCS) FOR SUPPLIERS

Brief Description of the Service

This service covers the Issuance of Order of Payment to NEUST Suppliers/Contractors participating in the Bidding Process for the Procurement of Infrastructure Projects, Goods, and Consulting Service

Office or Division:	Accounting Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C-Government to Citizens (Suppliers/Contractors)			
Who may avail:	Suppliers/Contractors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request for Quotation (RFQ)			Procurement Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client will be required to present a copy of the Request for Quotation (RFQ)	Prepare an Order of Payment signed by the Head of the Accounting Office	None	5 Minutes	Accounting Office Personnel
	Issue an Order of Payment to the Client	None	1 Minute	Accounting Office Personnel
	TOTAL	None	6 Minutes	



4. ISSUANCE OF BIR FORM 2307 TO SUPPLIERS/CONTRACTORS

Brief Description of the Service

This service covers the Issuance of BIR Form 2307 to Suppliers/Contractors representing their Certificate of Creditable Income Taxes Withheld and Income Taxes Withheld on Final Withholding Taxes

Office or Division:	Accounting Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C-Government to Citizens (Suppliers/Contractors)			
Who may avail:	Suppliers/Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher/s indicating Receipt of Payment		Cashier's Office (Supplier/Contractor to secure copy of DVs upon receipt of Check Payment)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Suppliers/Contractors' owner or any authorized representative will request for the release of BIR Form 2307 Note: Copy of BIR Form 2307 is automatically issued on a quarterly basis on or before the 10 th day of the month following the end of the quarter	Search among the list of prepared BIR Form 2307	None	10 Minutes	Accounting Office Personnel
	Release the BIR Form 2307 to the owner or any authorized representative of the Supplier/	None	1 Minute	Accounting Office Personnel



	Contractor			
	TOTAL	None	11 Minutes	



Accounting Office

Internal Services



1. PROCESSING OF DISBURSEMENT VOUCHERS

Brief Description of the Service

This service covers the processing of Disbursement Vouchers of Seminars and Official Business Trips and applies to all University campuses.

Office or Division:	Accounting Office			
Classification:	Complex Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	University Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved communication letter (1 copy)			University personnel	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The requesting party will be required to submit a document approving the disbursement including all necessary supporting documents	Prepare the Disbursement Voucher	None	1 Day	Accounting Office Personnel, Accounting Office
	Forward the disbursement voucher to Internal Audit for verification of its contents and the corresponding supporting documents	None	2 Minutes	Accounting Office Personnel, Accounting Office
TOTAL		None	1 Day and 2 Minutes	



Cashier's Office External Services



1. COLLECTION OF PAYMENTS

Brief Description of the Service

This service covers the process in Cash and Check Collection, from receipt of payment of school fees in Graduate School, Highschool, AVTP, 2nd courser and other fees of students, alumni and other clientele. This is applicable to all campuses of Nueva Ecija University of Science and Technology.

Office or Division:	Cashier's Office			
Classification:	Complex Transactions			
Type of Transaction:	G2C -Government to Citizen			
Who may avail:	Students/ Alumni/ Former students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Bill Form (1 copy) Assessment Form (1 copy)		Students/ Alumni/ Former students		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The payor will present and submit the Bill/assessment form to the Cashier's Office	1. Receive ID or Bill/Assessment Form from the payor	Depends on the Bill/assessment form	1 Minute	<i>Cashier's Office Personnel, Cashier's Office</i>
	2. Check the correctness and completeness of entries if filled in properly	None	1 Minute	<i>Cashier's Office Personnel, Cashier's Office</i>
	3. Encode to system the student no. or name then collect the cash or check payment	None	1 Minute	<i>Cashier's Office Personnel, Cashier's Office</i>
	4. Encode the payment amount to Student/Ledger	None		<i>Cashier's Office Personnel,</i>



	System then print the Official Receipt		1 Minute	Cashier's Office
5. The payor receives the Official Receipt from the Cashier's Office	5. Sign the Official Receipt and release the original to the payor	None	1 Minute	Cashier's Office Personnel, Cashier's Office
TOTAL		Depends on the Bill/assessment form	5 Minutes	



Cashier's Office Internal Services



1. CASH ADVANCE PREPARATION

Brief Description of the Service

This service covers the process in Cash Advance Preparation for salary. This is applicable to all campuses of Nueva Ecija University of Science and Technology.

Office or Division:	Cashier's Office			
Classification:	Complex Transactions			
Type of Transaction:	G2C-Government to Government			
Who may avail:	University Personnel (Internal Audit Office)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher with necessary attachments (minimum of 3 copies). Payroll with necessary attachment (minimum of 3 copies)		University Personnel (Internal Audit Office)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Internal Audit will transmit the approved Disbursement Voucher / Payroll to the Cashier's Office	1. Receive from the Internal Audit Office the DV/Payroll and necessary attachments	None	3 Minutes	Cashier's Office Personnel, Cashier's Office
	2. Sort the payroll / DV as per source of fund then prepare the cash advance based on the payroll / DV and supporting documents.	None	1 day	Cashier's Office Personnel, Cashier's Office



	2.1 Forward the document package to the Head Cashier for signature attach prepared check to the respective DV/ Payroll			
	3. Review the prepared cash advance and the attachments	None	3 Minutes	Cashier Head, Cashier's Office
	4. Sign the cash advance if all is in order	None	5 Minutes	Cashier Head, Cashier's Office
5. The Internal Audit will receive the DV/Payroll with attached cash advance from the Cashier's Office.	5. Forward to Internal Audit Personnel for auditing	None	2 Minutes	Cashier's Office Personnel, Cashier's Office
TOTAL		None	1 Day and 13 Minutes	



2. CHECK PREPARATION

Brief Description of the Service

This service covers the process in Check Advance Preparation for Disbursement Voucher and Payroll. This is applicable to all campuses of Nueva Ecija University of Science and Technology.

Office or Division:	Cashier's Office			
Classification:	Complex Transactions			
Type of Transaction:	G2C-Government to Government			
Who may avail:	University Personnel (Internal Audit Office)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher with necessary attachments (minimum of 3 copies). Payroll with necessary attachment (minimum of 3 copies)		University Personnel (Internal Audit Office)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Internal Audit will transmit the Disbursement Voucher / Payroll to the Cashier's Office	1. Receive from the Internal Audit Office the DV/Payroll and necessary attachments	None	3 Minutes	Cashier's Office Personnel, Cashier's Office
	2. Sort the payroll / DV as per source of fund then prepare the check accordingly	None	1 day	Cashier's Office Personnel, Cashier's Office
	2. Prepare 3 (triplicate) copies of check. (Duplicate for MDS-advice)			



	only)			
	2.2 Attached prepared check to the respective DV/Payroll			
	3. Record the check details to the record book / routing slip of checks prepared then forward to the Head Cashier for signature	None	5 Minutes	Cashier Head, Cashier's Office
	4. Review the prepared checks against the DV and its attachments	None	4 Minutes	Cashier Head, Cashier's Office
	4.1 Sign the check/s if all is in order			
5. The Internal Audit will receive the DV/Payroll with attached checks from the Cashier's Office.	5. Forward to Internal Audit Personnel for auditing	None	2 Minutes	Cashier's Office Personnel, Cashier's Office
TOTAL		None	1 Day and 12 Minutes	



3. RELEASING OF CHECKS

Brief Description of the Service

This service covers the process in Check Releasing. This is applicable to all campuses of Nueva Ecija University of Science and Technology.

Office or Division:	Cashier's Office			
Classification:	Complex Transactions			
Type of Transaction:	G2C-Government to Government			
Who may avail:	University Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher with necessary attachments (minimum of 3 copies). Payroll with necessary attachment (minimum of 3 copies)		University Personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receive from Office of the President the approved DV/Payroll and other supporting documents	None	1 Minute	Cashier's Office Personnel, Cashier's Office
	2. Indicate the check details and assigned DV number on supporting papers	None	2 Minutes	Cashier's Office Personnel, Cashier's Office



3. The claimant/payee will sign on the check receiving/releasing logbook/registry and on the DV and/or payroll from the Cashier's Office	3. Ask the claimant / payee to sign on the check receiving / releasing logbook / registry	None	2 Minutes	Cashier's Office Personnel, Cashier's Office
	3.1 Request the payee to sign DV and/or payroll			
	3.2 Release/ Disburse the check to the payee. Require authorization if the claimant is different person from the payee indicated on the check.			
4. The claimant / payee will receive the check from the Cashier's Office	4. Issue the check to the payee/claimant	None	5 Minutes	Cashier's Office Personnel, Cashier's Office
TOTAL		None	6 Minutes	



Internal Audit Office

Internal Services



1. CHECKING OF DISBURSEMENT VOUCHER

Brief Description of the Service

This service covers the process in Pre-Audit of Disbursement Voucher, from receipt of DV from the Supply Office. This is applicable to all campuses of Nueva Ecija University of Science and Technology.

Office or Division:	Internal Audit Office			
Classification:	Complex Transactions			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Supply Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement voucher with PR Form, Request for Quotation, Abstract of Quotation, Purchase Order, (for MDS,STF, Budget utilization request and status form) ICS, RIS, Sales Invoice, Inspection and Acceptance, store receipt, equipment ledger card, PAR, PhilGeps, business permit, DTI registration, BIR registration, disbursement voucher (3 copies)		Supply Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Supply Office will transmit the disbursement voucher to the Internal Audit Office	1. Received disbursement voucher from the Supply Office with necessary documents	None	2 minutes	<i>Internal Audit Office Personnel, Internal Audit Office</i>
	2. Check the completeness of signatures, details from the DV, pictures, supporting documents needed.	None	1 Day	<i>Internal Audit Office Personnel, Internal Audit Office</i>



	Authenticity of sales invoice/delivery receipt.			
	3. If there are no corrections, proceed with the checking of the details from the purchase request form to purchase order form; if there are corrections, return to the Supply Office	None	1 Day	<i>Internal Audit Office Personnel, Internal Audit Office</i>
4.The Budget Office will receive the audited disbursement voucher from Internal Audit Office	4. Transmit to the Budget Office the Audited disbursement voucher.	None	2 Minutes	<i>Internal Audit Office Personnel, Internal Audit Office</i>
TOTAL		None	2 Days and 4 Minutes	



2. CHECKING OF LIQUIDATION REPORT

Brief Description of the Service

This service covers the process in Liquidation of Cash Advances of all employees of Nueva Ecija University of Science and Technology.

Office or Division:	Internal Audit Office			
Classification:	Complex Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	University personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipts, Liquidation Report, Itinerary of Travel, Trip ticket, Certificate of Appearance Boarding Pass and E-ticket (for national and international Travel) (3 copies)		University personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The personnel will submit the liquidation report with necessary attachments to the Internal Audit Office	1. Receive the Liquidation Report with necessary attachments from the end user.	None	2 minutes	<i>Internal Audit Office Personnel, Internal Audit Office</i>
	2. Check the correctness and completeness of all supporting documents and completeness of authorized signatories.	None	1 Day	<i>Internal Audit Office Personnel, Internal Audit Office</i>
	3. If the documents are not complete, it will be immediately return to the end	None	1 Day	<i>Internal Audit Office Personnel, Internal Audit</i>



	user; If all supporting documents are correct, the internal audit staff will then compute if there will be an excess cash advance.			Office
	4. If there will be an excess cash advance, the Internal Audit staff will return the Liquidation Report to the end user to make the necessary payment.	None	2 Minutes	<i>Internal Audit Office Personnel, Internal Audit Office</i>
5. The personnel will pay the necessary payment of excess cash to the Cashier's Office After payment, the end user will return the Liquidation Report to the Internal Audit.	5. The Cashier's Office will issue the Official receipt to the personnel	Depends on the amount audited	2 Minutes	<i>Cashier's Office Personnel, Cashier Office</i>
	6. The internal audit staff will verify if the amount paid is correct.	None	2 Minutes	<i>Internal Audit Office Personnel, Internal Audit Office</i>
	7. The Liquidation Report will be transmitted to Vice President for Academic Affairs(for teaching personnel) or to Vice President for Administration,	None	2 Minutes	<i>Internal Audit Office Personnel, Internal Audit Office</i>



	Business and Finance(for non teaching personnel)			
TOTAL		Depends on the amount audited	2 Days and 10 Minutes	



3. CHECKING OF MONTHLY BILLS (ELECTRIC, WATER, TELEPHONE, INTERNET, CABLE)

Brief Description of the Service

This service covers the process in checking of payment of monthly bills of Nueva Ecija University of Science and Technology.

Office or Division:	Internal Audit Office			
Classification:	Complex Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	Accounting Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher (minimum of 3 copies) Billing Statement (1 copy)		Accounting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Accounting Office will transmit the disbursement voucher with attachments to the Internal Audit Office	1. Received disbursement voucher and billing statements from the Accounting Office	None	3 minutes	<i>Internal Audit Office Personnel, Internal Audit Office</i>
	2. Check the correct amount, period covered to be paid and computation of tax.	None	8 hours	<i>Internal Audit Office Personnel, Internal Audit Office</i>
3. The Budget Office will receive the audited disbursement voucher from Internal Audit Office	3. If with corrections the Disbursement voucher of payment of bills will be returned to Accounting Office;	None	3 Minutes	<i>Internal Audit Office Personnel, Internal Audit Office</i>



	If with no correction, it will then be transmitted to Budget Office.			
TOTAL		None	8 Hours and 6 Minutes	



4. CHECKING OF PAYROLL

Brief Description of the Service

This service covers the process in Payroll Checking, from different departments to ensure their salaries are in the correct amount.

Office or Division:	Internal Audit Office			
Classification:	Complex Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	Human Resource Management Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payroll with necessary attachments (minimum of 3 copies)		Human Resource Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Human Resource Management Office will transmit the payroll to the Internal Audit Office	1. Receive the payroll from the Human Resource Management Office	None	2 minutes	<i>Internal Audit Office Personnel, Internal Audit Office</i>
	2. Check the correctness and completeness of entries if encoded properly	None	1 Day	<i>Internal Audit Office Personnel, Internal Audit Office</i>
	3. Encode the names and amount of salaries and deduction of loans	None	1 Day	<i>Internal Audit Office Personnel, Internal Audit Office</i>
	4. If the payroll is tallied then transmit the payroll to the Budget Office	None	2 Minutes	<i>Internal Audit Office Personnel, Internal Audit Office</i>
TOTAL		None	2 Days and 4 Minutes	



5. CHECKING OF PUBLIC BIDDING FOR GOODS AND SERVICES

Brief Description of the Service

This service covers the process in checking of payment of infrastructure and goods of Nueva Ecija University of Science and Technology.

Office or Division:	Internal Audit Office	
Classification:	Complex Transactions	
Type of Transaction:	G2G -Government to Government	
Who may avail:	Supply Office	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Disbursement Voucher (minimum of 3 copies) <ul style="list-style-type: none"> • Duly signed Purchase Request • PHILGEPS invitation to apply for eligibility to bid • Duly signed Letter of intent • Picture/brochure • Duly signed NTP • Duly signed Notice of Award • Performance bond <input type="checkbox"/> Certificate of Authority • Warranty/security/surety bond <input type="checkbox"/> Certificate of Authority • Duly signed Abstract of bids • Duly signed and notarized Contract of service/agreement/Purchase Order • Duly signed BAC Resolution • PHILGEPS Notice of award and notice to proceed • Pre bid conference <input type="checkbox"/> Duly signed notice of pre bid conference <input type="checkbox"/> Duly signed minutes of pre bid conference <input type="checkbox"/> Duly signed Request for clarification <input type="checkbox"/> Duly signed supplemental/bid bulletin <input type="checkbox"/> Duly signed attendance sheet 	Supply Office	



- Opening of bids
- Duly signed of notice of opening of bids
- Duly signed minutes of opening of bids
- Duly signed attendance sheet
- Post- qualification Conference
- Duly signed notice of post qualification conference
- Duly signed minutes of post qualification conference
- Duly signed attendance sheet
- Original or Certified true copy of payment of Bidding documents
 - Credit line
 - Request for quotation
 - Company Profile
 - Duly signed Store Receipt Number
 - Duly signed inventory custodian slip
 - Equipment ledger
 - Duly signed property acknowledgement receipt
 - Duly signed inspection and acceptance report
 - Sales invoice/delivery receipt/cash invoice
 - Duly signed requisition issue slip
 - Disbursement Vouchers
- Technical and Eligibility Component
 - Bid security as to form, amount and validity period
 - Valid and Current Mayors Permit
 - DTI certificate of Business Name registration/SEC Registration
 - Valid joint venture agreement, in case of a joint venture
 - PHILGEPS registration certificate
 - Certificate of BIR Registration
 - Tax Clearance Certificate
 - Statement of all on-going and completed government and private contracts within the relevant period, where applicable, including contracts awarded but not yet started, if any whether similar or not similar in nature and complexity to the



contract to be bid; and Statement of the Bidder's Single Largest Completed Contract (SLCC) similar to the contract to be bid in accordance with ITB Clause 5.4 of PBD.

- Audited financial statements, stamped "received" by the BIR or its duly accredited and authorized institutions, for the immediately preceding calendar year, among others, the total current assets and liabilities.
- Computation of NFCC
- Omnibus Sworn Statement by the prospective bidder or its duly authorized representative in the forms prescribed by the GPPB as to the following:
 - The signatory is the duly authorized representative of the prospective bidder and granted full power and authority to do, execute and perform any and all acts necessary to participate, submit the bid, and to sign and execute the ensuing contract accompanied by the duly notarized Special Power of Attorney, Board/partnership resolution or secretary's certificate whichever is applicable;
 - It is not blacklisted or barred from bidding by the government or any of its agencies, offices, corporations, or LGUs, including government/foreign or international financing institution whose blacklisting rules have been recognized by the GPPB;
 - Each of the documents submitted in satisfaction of the bidding requirements is an authentic copy of the original or a true and faithful reproduction of the original, complete and that all statements and information provided therein are true and correct;
 - It is authorizing the HOPE or his duly authorized representative to verify any or all of the documents submitted for eligibility check;
 - It complies with the disclosure



provision under Section 47 of RA 9184 and its IRR in relation to other provisions of RA 3019 <input type="checkbox"/> It complies with the existing labor laws and standards <input type="checkbox"/> It complies with the responsibilities of a prospective or eligible bidder provided in the PBDs. <input type="checkbox"/> It did not give or pay, directly or indirectly, any omission, amount fee, or any form of consideration, pecuniary or otherwise, to any person or official, personnel or representative of the government in relation to any procurement project or activity. <ul style="list-style-type: none"> • Certificate of Non-Inclusion in the blacklist • Authorities of bidder's representative under D.O. 176, series of 1993 dated January 12, 2005 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Supply Office will transmit the disbursement voucher with attachments to the Internal Audit Office	1. Received disbursement voucher with attachments from the Supply Office	None	2 minutes	<i>Internal Audit Office Personnel, Internal Audit Office</i>
	2. Check the correct amount, period covered to be paid and computation of tax.	None	1 Day	<i>Internal Audit Office Personnel, Internal Audit Office</i>
3. The Budget Office will receive the audited disbursement voucher from Internal Audit Office	3. If with corrections the Disbursement voucher of payment of public bidding for goods will be returned to Supply	None	2 Minutes	<i>Internal Audit Office Personnel, Internal Audit Office</i>



	Office; If with no correction, it will then be transmitted to Budget Office.			
	TOTAL	None	1 Day and 4 Minutes	



6. CHECKING OF PUBLIC BIDDING FOR INFRASTRUCTURE

Brief Description of the Service

This service covers the process in checking of payment of infrastructure and goods of Nueva Ecija University of Science and Technology.

Office or Division:	Internal Audit Office	
Classification:	Complex Transactions	
Type of Transaction:	G2G -Government to Government	
Who may avail:	Accounting Office	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
Disbursement Voucher (minimum of 3 copies) <ul style="list-style-type: none"> • Duly signed ABC • Duly signed PPMP • PHILGEPS invitation to apply for eligibility to bid • Duly signed Letter of intent • Duly signed Request for payment of contract • Picture • Duly signed NTP • Duly signed Notice of Award • Performance bond <input type="checkbox"/> Certificate of Authority • Warranty/security/surety bond <input type="checkbox"/> Certificate of Authority • Duly signed Abstract of bids • Duly signed and notarized Contract of service/agreement • Duly signed BAC Resolution • PHILGEPS Notice of award and notice to proceed • Pre bid conference <input type="checkbox"/> Duly signed notice of pre bid conference <input type="checkbox"/> Duly signed minutes of pre bid conference <input type="checkbox"/> Duly signed Request for 	Accounting Office	



clarification

- Duly signed supplemental/bid bulletin
- Duly signed attendance sheet
- Opening of bids
- Duly signed of notice of opening of bids
- Duly signed minutes of opening of bids
- Duly signed attendance sheet
- Post- qualification Conference
- Duly signed notice of post qualification conference
- Duly signed minutes of post qualification conference
- Duly signed attendance sheet
- Bidder's DOLE Certificate of Registration
- Duly signed and notarized affidavit of re payments of bills and materials
- Duly signed Statement of Time to Elapsed and Work Accomplishment
- Duly signed back up computation
- Duly signed as built plan
- Duly signed test materials result
- Duly signed building permit/fire clearance/zoning clearance and occupancy permit
- Logbook
- Duly signed contractor's all risk policy
- Original or Certified true copy of payment of Bidding documents
- Credit line
- Disbursement Vouchers
- Technical and Eligibility Component
- Bid security as to form, amount and validity period
- Valid and Current Mayors Permit
- Valid PCAB License
- DTI certificate of Business Name registration/SEC Registration
- Valid joint venture agreement, in case of a joint venture



- PHILGEP registration certificate
- Certificate of BIR Registration
- Tax Clearance Certificate
- Statement of all on-going and completed government and private contracts within the relevant period, where applicable, including contracts awarded but not yet started, if any whether similar or not similar in nature and complexity to the contract to be bid; and Statement of the Bidder's Single Largest Completed Contract (SLCC) similar to the contract to be bid in accordance with ITB Clause 5.4 of PBD.
- Audited financial statements, stamped "received" by the BIR or its duly accredited and authorized institutions, for the immediately preceding calendar year, among others, the total current assets and liabilities.
- Computation of NFCC
- Project requirements:
 - Duly signed construction schedule and s curve
 - Manpower schedule
 - Construction methods
 - Organizational chart for the contract to bid
 - Duly signed list of contractor's personnel (project manager, project engineers, materials engineer and foreman) to be assigned to the contract to be bid, with their completed qualifications and experience data
 - Duly signed list of contractors' equipment unit, which are owned, leased and/or under purchase agreements', supported by certification of availability of equipment from the lessor/vendor for the duration of the project
 - Duly signed equipment utilization schedule
 - Affidavit of site inspection
 - Construction safety and health



program of the contractor

- Omnibus Sworn Statement by the prospective bidder or its duly authorized representative in the forms prescribed by the GPPB as to the following:
 - The signatory is the duly authorized representative of the prospective bidder and granted full power and authority to do, execute and perform any and all acts necessary to participate, submit the bid, and to sign and execute the ensuing contract accompanied by the duly notarized Special Power of Attorney, Board/partnership resolution or secretary's certificate whichever is applicable;
 - It is not blacklisted or barred from bidding by the government or any of its agencies, offices, corporations, or LGUs, including government/foreign or international financing institution whose blacklisting rules have been recognized by the GPPB;
 - Each of the documents submitted in satisfaction of the bidding requirements is an authentic copy of the original or a true and faithful reproduction of the original, complete and that all statements and information provided therein are true and correct;
 - It is authorizing the HOPE or his duly authorized representative to verify any or all of the documents submitted for eligibility check;
 - It complies with the disclosure provision under Section 47 of RA 9184 and its IRR in relation to other provisions of RA 3019
 - It complies with the existing labor laws and standards
 - It complies with the responsibilities of a prospective or eligible bidder provided in the PBDs.
 - It did not give or pay, directly or indirectly, any omission, amount fee, or



<p>any form of consideration, pecuniary or otherwise, to any person or official, personnel or representative of the government in relation to any procurement project or activity.</p> <ul style="list-style-type: none"> • Certificate of Non-Inclusion in the blacklist • Authorities of bidder's representative under D.O. 176, series of 1993 dated January 12, 2005 <p>Financial Component</p> <ul style="list-style-type: none"> • Duly signed bid prices in the bill of quantities • Duly signed detailed estimates • Duly signed cash flow by quarter and payment schedule <p>IDO Component</p> <ul style="list-style-type: none"> • Duly signed Inspection Report • Duly signed Accomplishment Report • Duly signed Certificate of Turnover of Completed Infrastructure Project. • Duly signed Bill estimate of materials/scope of work. • Duly signed plan and specification • Duly signed Pert/CPM • Duly signed construction of safety & health program • Duly signed the bill of quantities • Duly signed detailed estimates • Duly signed construction schedule • Duly signed manpower schedule • Duly signed construction methods • Duly signed equipment utilization schedule • Duly signed specifications • Duly signed program of works 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Accounting Office will transmit the disbursement voucher with attachments to	1. Received disbursement voucher from the Accounting Office	None	2 minutes	<i>Internal Audit Office Personnel, Internal Audit Office</i>



the Internal Audit Office				
	2. Check the correct amount, period covered to be paid and computation of tax.	None	1 Day	<i>Internal Audit Office Personnel, Internal Audit Office</i>
3. The Budget Office will receive the audited disbursement voucher from Internal Audit Office	3. If with corrections the Disbursement voucher of payment of public bidding for infrastructure will be returned to Accounting Office; If with no correction, it will then be transmitted to Budget Office.	None	2 Minutes	<i>Internal Audit Office Personnel, Internal Audit Office</i>
TOTAL		None	1 Day and 4 Minutes	



7. CHECKING OF PURCHASING DOCUMENTS

Brief Description of the Service

This service covers the process in Pre-Audit of purchasing documents, from receipt of P.O. from the Accounting Office. This is applicable to all campuses of Nueva Ecija University of Science and Technology.

Office or Division:	Internal Audit Office			
Classification:	Complex Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	Accounting Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchasing Documents (3 copies)		Accounting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Procurement Office will transmit the purchasing documents to the Internal Audit Office	1. Received Purchasing Documents from the Procurement Office	None	2 minutes	<i>Internal Audit Office Personnel, Internal Audit Office</i>
	2. Check the correctness and completeness of entries if filled in properly.	None	1 Day	<i>Internal Audit Office Personnel, Internal Audit Office</i>
	3. If there are no corrections, proceed with the checking of the details from the purchase request form to purchase order form; if there are corrections,	None	1 Day	<i>Internal Audit Office Personnel, Internal Audit Office</i>



	return to the Procurement Office			
2. The Budget Office will receive the audited purchasing documents from Internal Audit Office	4. Detach a copy of purchase order, and record at the ledger 4.1 Transmit to Budget Office the Audited Purchasing Documents.	None	2 Minutes	<i>Internal Audit Office Personnel, Internal Audit Office</i>
TOTAL		None	2 Days and 4 Minutes	



8. CHECKING OF REIMBURSEMENT

Brief Description of the Service

This service covers the process in reimbursement of expenses of all employees of Nueva Ecija University of Science and Technology.

Office or Division:	Internal Audit Office			
Classification:	Complex Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	Accounting Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement voucher (minimum of 3 copies) with Official Receipts, Disbursement Voucher, Itinerary of Travel, Trip ticket, Certificate of Appearance		Accounting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Accounting Office will transmit the disbursement voucher with attachments to the Internal Audit Office	1. Received disbursement voucher from the Accounting Office with necessary documents	None	2 minutes	<i>Internal Audit Office Personnel, Internal Audit Office</i>
	2. Check the completeness of signatures, details from the DV, supporting documents needed.	None	1 Day	<i>Internal Audit Office Personnel, Internal Audit Office</i>
3. The Budget Office will receive the audited disbursement voucher from	3. If the documents are not complete, it will be immediately return to the end	None	2 Minutes	<i>Internal Audit Office Personnel, Internal Audit Office</i>



Internal Audit Office	user; If all supporting documents are correct and with complete signatures it will be then transmitted to Budget Office.			
TOTAL		None	1 Day and 4 Minutes	



9. INSPECTION OF DELIVERIES AND REPAIRS

Brief Description of the Service

This service covers the process to inspect deliveries and repairs based on the approved P.O requested by end-user.

Office or Division:	Internal Audit Office			
Classification:	Complex Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	Supply Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Delivery, Approved P.O, Sales invoice (3 copies)		Supply Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Supply Office will transmit the Delivery, Approved P.O, Sales invoice to the Internal Audit Office	1. Look for the approved PO and supplies and delivery items 1.1 Check if the delivery is complex or simple 1.2 Call the end user or a technical personnel if the delivery is complex 1.3 Check if the specifications and quantity is the same on PO	None	15 minutes	<i>Internal Audit Office Personnel, Internal Audit Office</i>



	2. Notify the supply staff and the supplier if the delivery will be rejected or if it is incomplete delivery	None	2 Minutes	<i>Internal Audit Office Personnel, Internal Audit Office</i>
	3. Sign the sales invoice with date, if complete, rejected, or incomplete delivery	None	2 Minutes	<i>Internal Audit Office Personnel, Internal Audit Office</i>
	TOTAL	None	19 Minutes	



10. RELEASING OF APPROVED PAYROLLS AND VOUCHERS

Brief Description of the Service

This service covers the process of releasing of approved payroll and disbursement vouchers.

Office or Division:	Internal Audit Office			
Classification:	Complex Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	Cashier's Office			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved General payroll/Disbursement vouchers (minimum of 3 copies)			Office of the President/ Office of the VPABF/VPAA	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The President's office, VPBF and VPAA will transmit the signed and approved payrolls/disbursement vouchers to the Internal Audit Office	1. Receive payrolls/disbursement vouchers from President's office, VPBF and VPAA	None	2 minutes	<i>Internal Audit Office Personnel, Internal Audit Office</i>
	2. Check if the signatures of concerned personnel are complete	None	2 Minutes	<i>Internal Audit Office Personnel, Internal Audit Office</i>
3. The Cashier's Office receives the approved payrolls/disbursement vouchers from the Internal Audit Office	3. Forward the documents to cashier's office	None	2 Minutes	<i>Internal Audit Office Personnel, Internal Audit Office</i>
TOTAL		None	6 Minutes	



11. REVIEW OF CHECK DETAILS

Brief Description of the Service

This service covers the process in checking the correctness of details in checks being issued by the Cashier Office of Nueva Ecija University of Science and Technology.

Office or Division:	Internal Audit Office			
Classification:	Complex Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	Cashier's Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Checks (1 original copy)		Cahier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Cahier's Office will transmit the checks to the Internal Audit Office	1. Receive the checks from Cashier's office personnel.	None	2 minutes	<i>Internal Audit Office Personnel, Internal Audit Office</i>
	2. Check the correct name of creditor, amount, date and amount in words in cheque.	None	2 Minutes	<i>Internal Audit Office Personnel, Internal Audit Office</i>
	3. If with corrections the Checks will be returned to Cashier Office; If with no correction, it will then be transmitted to Accounting Office.	None	2 Minutes	<i>Internal Audit Office Personnel, Internal Audit Office</i>
TOTAL		None	6 Minutes	



Budget Office

External Services



1. BUDGET PREPARATION

Brief Description of the Service

This service applies to all the processes related to the preparation of the University's Budget.

Office or Division:	Budget Office			
Classification:	Highly Technical Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	Department of Budget and Management (DBM)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
National Budget Call Program Activities Budget Preparation Forms University Budget Proposal ADCO Resolution Approving The University Budget Proposal Transmittal Letter to DBM for The University Budget Proposal Board Resolution Approving the University Budget Proposal		Department of Budget and Management NEUST		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The DBM will issue the National Budget Call to the University	1. The University President and Budget Officer shall attend the Budget Forum relative to the preparation of the ensuing year's budget at the Department of Budget and Management Regional Office. 1. The University personnel who attended the Budget Forum regarding the	None	150 Days (the whole process of budget preparation)	University President; Budget Officer/s; Accountant; Planning Officer



	preparation of the ensuing year's budget conducted by the DBM Regional Office shall disseminate the information to all concerned officials of the University (Budget Council).			
	<p>2. The Budget Council shall deliberate and recommend the University's budget priorities and shall be included in the agency budget proposal.</p> <p>2.1 The annual budget proposal of the University shall be prepared in accordance with the guidelines prescribed in the National Budget Call issued by the Department of Budget and Management.</p> <p>2.1 Conduct University Budget Forum and Identify Budget Priorities/Programs/Projects for the Ensuing Year</p>	None	150 Days (the whole process of budget preparation)	Budget Officers; Planning Officer; Stakeholders; Deans and Directors; Vice Presidents; President
	<p>3. Prepare the different Budget Preparation Forms</p> <p>3.1 The different budget preparation forms shall be prepared by the concerned university personnel for the previous year, current year and succeeding year broken down as follows:</p> <p>BP Form A – Program Budget Matrix</p> <p>BP Form B – Agency</p>	None	150 Days (the whole process of budget preparation)	Accountant; Budget Officers; Planning Officer; HRMO; IDO Director; Chief Administrative Officers; President



	<p>Performance Measures</p> <p>BP Form C – Summary of RDC Inputs and Recommendations on Agency New and Expanded Programs and Projects</p> <p>BP Form D – Report of CSO’s Inputs on Ongoing and New Spending Projects and Activities</p> <p>BP Form 100 - Statement of Revenues (General Fund)</p> <p>BP Form 100-A - Statement of Revenues and Expenditures (Earmarked Revenues)</p> <p>BP Form 100-B Statement of Other Receipts/Expenditures (Off-Budgetary and Custodial Funds)</p> <p>BP Form 100-C – Statement of Donations and Grants (In Cash or In Kind)</p> <p>BP Form 200 - Comparison of Appropriations and Obligations</p> <p>BP Form 201 - Summary of Obligations and Proposed Programs/Projects</p> <p>BP Form 201-A Obligations for Personnel Services (PS)</p> <p>BP Form 201-B Obligations for Maintenance and Other</p>			
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	<p>Operating Expenses (MOOE)</p> <p>BP Form 201-D Obligations for Capital Outlays (CO)</p> <p>BP Form 201-E Summary of Outyear Requirements</p> <p>BP Form 201-F Climate Change Expenditures</p> <p>BP Form 202 – Proposal for New or Expanded Locally-Funder Projects</p> <p>BP Form 202-A Convergence Programs and Projects</p> <p>BP Form 203 Proposal for New or Foreign-Assisted Projects (if any)</p> <p>BP Form 204 - Staffing Summary of Non-Permanent Positions</p> <p>BP Form 205 - List of Retirees</p> <p>BP Form 300 - Proposed Provisions (if any)</p>			
	<p>4. Present the University Budget Proposal for comment and recommending approval of the Administrative Council</p>	<p>None</p>	<p>150 Days (the whole process of budget preparation)</p>	<p>Budget Officer</p>
	<p>5. Present the Agency Budget Proposal to the Board of Regents for Approval</p>	<p>None</p>	<p>150 Days (the whole process of budget preparation)</p>	<p>Board Secretary; University President</p>



	6. Submit the Agency Budget Proposal with transmittal letter to the DBM Regional Office and Regional Development Council	None	150 Days (the whole process of budget preparation)	Budget Officer; University President
	7. Conduct Technical Budget Hearings for Tier 2 (New Spending) with DBM and RDC	None	150 Days (the whole process of budget preparation)	Budget Officer; Planning Officer; IDC Director; University President
TOTAL		None	150 Days (the whole process of budget preparation)	



2. BUDGET LEGISLATION

Brief Description of the Service

This service applies to all processes related to the legislation of the budget.

Office or Division:	Budget Office			
Classification:	Highly Technical Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	Department of Budget and Management (DBM)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
National Expenditure Program		Department of Budget and Management		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Continuous submission of supporting documents to proposed programs/activities/projects to Department of Budget and Management	None	60 days	Budget Officer
	2. Prepare and submit supporting budgetary requirements to Congress and Senate for the Proposed Annual Budget for ensuing year.	None	30 days	Budget Officer
1. The Department of Budget and Management and Commission on Higher	2. Prepare the National Expenditure Program for the ensuing year using the BP Forms to be submitted to	None	1 Day	Budget Officer Accountant Planning Officer University



Education will issue the National Expenditure Program for ensuing year	Congress and Senate.			President
	3. Attends budget hearings conducted by Congress and Senate	None	60 days	Budget Officer; Planning Officer; University President
2. The Department of Budget and Management and the Office of the President of the Philippines will release the General Appropriations Act	3. Wait for the approval and signing of the President of the General Appropriations Act	None	30 days	Budget Officer
TOTAL		None		



3. BUDGET EXECUTION

Brief Description of the Service

This service applies to all processes related to the execution of the budget.

Office or Division:	Budget Office			
Classification:	Highly Technical Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	Department of Budget and Management (DBM)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DBM Circular GAA Budget Execution Documents Notice of Cash Allocation		DBM Budget Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The DBM will issue guidelines on the preparation of Budget Execution Documents	1. The University shall submit its Budget Execution Documents (BEDs) for the ensuing year: BED 1 - Financial Plan BED 2 – Physical Plan BED 3 – Monthly Disbursement Program	None	15 Days	Budget Officer Accountant University President
2. The DBM will Release the General Appropriations Act and will issue Notice of Cash Allocation to the University	2. Implement Program/Project and Pay Incurred obligations	None	Daily	Budget Officer Accountant Cashier Auditors VPABF



				University President
'3. The DBM release SARO under the "For Later Release", MPBF and PGF.	'3. Submit requests for Special Allotment Release Order, if any.	None	1 week	Budget Officer University President
TOTAL		None		



4. BUDGET ACCOUNTABILITY

Brief Description of the Service

This service applies to the last process of the budget cycle: accountability.

Office or Division:	Budget Office			
Classification:	Highly Technical Transactions			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Department of Budget and Management (DBM)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Budget Circular Agency Performance Measures (Form B) Budget and Financial Accountability Reports (Quarterly)			Budget Office Accounting Office Online site of DBM	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The DBM will issue a Circular on the preparation and submission of Budget and Financial Accountability Reports	1. The University President, Vice Presidents, Deans, Directors, and Chiefs of Sections shall determine the Output and Outcome Indicators (Performance) based on Targets and its Accomplishments. 1.1 These performance measures shall be set alongside the preparation of the Agency Budget. These performance targets shall be listed in the Agency Performance Measures (Form B) of the Agency	None	30 Days	Concerned Heads, Directors, VPs, University President, Planning Office, Concerned Offices



	2. The Budget and Financial Accountability Reports shall be prepared quarterly and submit online and hard copies.	None	30 days	Budget Officer; Accountant; Chief Administrative Officer; University President
3. The DBM will require the Agency's Midyear Performance Reports from the University	3. The Budget Officer and the University President shall submit the Agency's Performance Review to DBM for evaluation.	None	1 Day	Budget Officer Planning Officer University President
4. The DBM will call for an Agency Performance Review	4. The DBM will conduct a Full-time Delivery Unit validation to assess the financial and physical accomplishments/performance of the University.	None	1 Day	Budget Officer; Accountant; Chief Administrative Officers; Deans; Directors; Vice Presidents; University President
	3.The Agency Performance Reviews (APRs) shall be conducted quarterly or every semester, as the case may be. Midyear and Annual Performance Review shall be conducted to determine agency's accomplishments and performance by the year-end.	None	30 Days	Budget Officer; Accountant; Chief Administrative Officers; Deans; Directors; Vice Presidents; University President
TOTAL		None		



Human Resource Management Office

Internal Services



1. APPLICATION FOR LEAVE

Brief Description of the Service

This service covers the processing of leave applications of University personnel in all campuses.

Office or Division:	Office of the Human Resource Management Office			
Classification:	Simple Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	NEUST Faculty and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Civil Service Form 6 (2 original copies)		Human Resource Management Office/ University personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The university faculty/staff shall forward the filed leave to the human resource management office.	1. The HRMO Personnel will receive the CS Form 6 (leave form) from the personnel filing the application.	None	1 minute	<i>HRMO Personnel</i> Human Resource Management Officer
	1.1 The HRMO Personnel will check the CS Form 6 (Leave form) of the personnel if it is properly accomplished with complete information, if it is in duplicate copy and with signature of the immediate supervisor.	None		<i>HRMO Personnel</i> Human Resource Management Officer



	<p>1.1 The HRMO Personnel will process and post the leave application to the Employee's leave card.</p> <p>1.2 The HRMO Personnel will transmit the processed and signed application for leave to the authorized official for signature.</p> <p>1.3 The HRMO Personnel will attach the 1 copy of the approved leave to the Payroll</p> <p>1.4 The HRMO Personnel will file the other copy of leave form the employee's 201 file.</p>	<p>None</p> <p>None</p> <p>None</p> <p>None</p>	<p>1 Minute</p> <p>1 day</p> <p>4 minutes</p> <p>1 minute</p>	<p><i>HRMO Personnel</i> Human Resource Management Office</p> <p><i>HRMO Personnel</i> Human Resource Management Office</p> <p><i>HRMO Personnel</i> Human Resource Management Office</p> <p><i>HRMO Personnel</i> Human Resource Management Office</p>
TOTAL		None	1 day and 7 minutes	



2. EMPLOYMENT RECORD

Brief Description of the Service

This service covers the process in the issuance of employment records to the employees such as the Certificate of Employment and Service Record University personnel in all campuses.

Office or Division:	Office of the Human Resource Management Office			
Classification:	Simple Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	NEUST Faculty and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online request for Employment Records/ Logbook for employment records		Human Resource Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The university faculty/staff shall sign in the record book or fill up the online google form for the request for employment record.	1. . The Human Resource Management Office personnel shall check the Record Book or the Google Sheet for employee's requests.	None	1 Minute	<i>HRMO Personnel</i> Human Resource Management Office
	1.1 The HRMO personnel will prepare the requested employment record.	None	1 Minute	<i>HRMO Personnel</i> Human Resource Management Office
	1.2The HRM Officer will sign the requested employment record.	None	1 Minute	<i>HRMO Officer</i> Human Resource Management Office
	1.3The HRMO			



	personnel will release the signed employment record to the requesting party.	None	1 Minute	<i>HRMO Personnel</i> Human Resource Management Office
TOTAL		None	4 Minutes	



3. STATEMENT OF ASSETS, LIABILITIES AND NETWORTH (SALN)

Brief Description of the Service

This service covers the process in submitting fully accomplished Statement of Assets, Liabilities and Networth and Disclosures of Business Interests and Financial Connections of all regular personnel of the University.

Office or Division:	Office of the Human Resource Management Office			
Classification:	Complex Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	NEUST Faculty and staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Statement of Assets, Liabilities and Networth Revised 2015 (1 copy)			The client will provide	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The university faculty/staff shall receive the SALN form to the human resource management office.	1. The HRMO personnel shall strictly require all employees to fill in all applicable information and/or make a true and detailed statement in their SALNs. Items not applicable should be marked N/A (not applicable).	None	2 Minutes	<i>HRMO Personnel Human Resource Management Officer</i>
2. The university faculty/staff shall accomplished the SALN form and submit to the human resource management office.	3. The Human Resource Management Office personnel upon receiving the SALN forms shall check for the completeness of the information required to be filled in the form. 3.1 All submitted SALN received by the HRMO personnel will be	None	5 minutes 5 days	<i>HRMO Personnel Human Resource Management Officer HRMO Personnel Human Resource Management Officer</i>



	transmitted to the SALN Review and Compliance Committee for evaluation if the same is submitted on time, complete and in proper form			
TOTAL		None	5 days and 7 minutes	



4. STRATEGIC PERFORMANCE MANAGEMENT SYSTEM (SPMS)

Brief Description of the Service

This service covers the process in the submission of the Strategic Performance Management System (SPMS) which includes the Office Performance and Commitment Review (OPCR) and Individual Performance and Commitment Review (IPCR) forms of the Academic and Non-academic Personnel of the University in all campuses.

Office or Division:	Office of the Human Resource Management Office			
Classification:	Complex Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	NEUST Faculty and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Office Performance Commitment and Review (OPCR) (2 copies) Individual Performance Commitment and review (IPCR) (2 copies)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The university faculty/staff shall receive the submitted targets for the next rating periods.	1. The Human Resource Management Office personnel shall receive the target for the next rating period and return before the said period.	None	4 Minutes	<i>HRMO Personnel</i> Human Resource Management Officer
2. The university faculty/staff shall receive the IPCR Individual Performance Commitment Review and the OPCR Office Performance	2. The Human Resource Management Office personnel shall return back to the officials and employees of the University the submitted targets for the next rating period. 2.1. The University has	None	4 minutes	<i>HRMO Personnel</i> Human Resource Management Officer



<p>Commitment Review to the human resource management office.</p>	<p>two rating periods which are from January to June and from July to December.</p> <p>2.2. The submission of IPCR and OPCR forms is every second week of July for January to June rating period and every second week of January of the succeeding year for July to December rating period.</p>			
<p>3. The university faculty/staff shall accomplished the IPCR and OPCR forms every second week of July for January to June rating period and every second week of January of the succeeding year for July to December rating period.</p>	<p>3. The Human Resource Management Office personnel shall retrieve the fully accomplished and signed Individual Performance Commitment Review (IPCR) and Office Performance Commitment Review (OPCR) together with the target for the next rating period.</p>	<p>None</p>	<p>5 days</p>	<p><i>HRMO Personnel Human Resource Management Officer</i></p>
<p>TOTAL</p>		<p>None</p>	<p>5 days and 8 minutes</p>	



5. SUBMISSION OF DAILY TIME RECORD

Brief Description of the Service

This service covers the process in the submission of CS Form 48 Daily time Records (DTR) of the University personnel.

Office or Division:	Office of the Human Resource Management Office			
Classification:	Simple Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	NEUST Faculty and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Civil Service Form 48/attachments		University Personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The university faculty/staff shall submit the CS Form 48 and attach (if any) the requirements needed and the signature of supervisor to the Human Resource Management Office.	1.The HRMO personnel shall check the completeness of time entry, signature of the employee and his/her immediate supervisor or authorized official, and with attachments or supporting documents if necessary.	None	1 minute	<i>HRMO Personnel Human Resource Management Officer</i>
	1.1 The HRMO personnel will attach the other copy to the payroll	None	4 minutes	<i>HRMO Personnel Human Resource Management Officer</i>
	1.2 The HRMO personnel will file the other copy of the DTR		2 minutes	
TOTAL		None	7 Minutes	



6. SUBMISSION OF REQUIRED DOCUMENTS FOR RETIREMENT AND TERMINAL LEAVE BENEFITS

Brief Description of the Service

This service covers the procedure in the submission of documents for retirement and terminal leave benefits of the retirees in all campuses of the University.

Office or Division:	Office of the Human Resource Management Office	
Classification:	Complex Transactions	
Type of Transaction:	G2G -Government to Government	
Who may avail:	NEUST retired/resigned personnel	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	CS FORM 6 (2 original copies) RETIREMENT APPLICATION FROM GSIS (2 photocopies) CS FORM 7 – CLEARANCE FORM (2 original copies) SALN FORM (2 original copies) CSC CLEARANCE (2 photocopies) APPROVED INTENT LETTER TO RETIRE/ RESIGN (2 photocopies) AFFIDAVITS (2 original copies) LATEST APPOINTMENT/NOSA (2 photocopies) ADDITIONAL REQUIREMENTS (IN CASE OF RESIGNATION): ACCOMPLISHED IPCR FOR THE CURRENT RATING PERIOD (2 original copies) CS FORM 48 FOR THE CURRENT MONTH UNTIL THE LAST DAY BEFORE SEPARATION DATE (2 original copies) RECEIVE THE SIGNED ACCEPTANCE OF RESIGNATION (2 original copies) IN CASE OF DEATH OF CLAIMANT: PSA AUTHENTICATED COPY OF THE FOLLOWING: DEATH CERTIFICATE (1 copy) MARRIAGE CONTRACT (1 copy) BIRTH CERTIFICATES OF ALL SURVIVING LEGAL HEIRS (1 copy) DESIGNATION OF NEXT-OF-KIN (1 original copy)	NEUST retired/resigned personnel



WAIVER OF RIGHTS OF CHILDREN 18 YRS OLD AND ABOVE (1 original copy)
 AFFIDAVIT OF 2 DISINTERESTED PARTIES THAT THE DECEASED IS SURVIVED BY LEGITIMATE AND ILLEGITIMATE CHILDREN (IF ANY), NATURAL, ADOPTED OR CHILDREN OF PRIOR MARRIAGE (1 original copy)
 CLEARANCE FROM LANDBANK, for employees with granted loans from Landbank of the Philippines
 CLEARANCE FROM GSIS, for employees with loans from GSIS

CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The retiree will present the original copy of his/her approved intent letter to retire/resign to the HRMO.	1. The HRMO personnel will issue the list of requirements to the retiree.	None	3 Minutes	<i>HRMO Personnel Human Resource Management Officer</i>
	2. The HRMO personnel will encode and recheck the leave cards of the retiree and update the Service Record.	None	2 Days	<i>HRMO Personnel Human Resource Management Officer</i>
3. The retiree will prepare and submit the complete required documents to the HRMO.	3. The HRMO personnel shall check the completeness of the submitted requirements and shall issue the updated and signed Service Record and Certification of Leave of Absences without pay to the retiree.	None	10 Minutes	<i>HRMO/HRMO Personnel Human Resource Management Officer</i>



4. The retiree will fill up the CS Form 6 (leave forms) for terminal leave application to the HRMO (applicable for retirees with remaining leave credits)	4. The HRMO personnel shall process and sign the leave application and transmit to the designated signatories.	None	15 minutes	<i>HRMO/HRMO Personnel Human Resource Management Officer</i>
	5. The HRMO personnel shall transmit the approved terminal leave application with attached required documents of the retiree to the Accounting Office.	None	2 Minutes	<i>HRMO Personnel Human Resource Management Officer</i>
TOTAL		None	2 days and 30 minutes	



7. PREPARATION OF PAYROLLS

Brief Description of the Service

This service covers the procedure in the preparation of payrolls of the University personnel.

Office or Division:	Office of the Human Resource Management Office			
Classification:	Complex Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	NEUST Faculty and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CS Form 48 (DTR) Certifications of Deductions, and Certifications of full payment Approved communication letters, budget, and other supporting documents for Honoraria		NEUST Faculty and staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The University personnel will submit their CS Form 48 (DTR) or other necessary documents to the Human Resource Management Office	1. The HRMO personnel will prepare the payrolls 1.1 The HRMO personnel will receive Billing Statements, Certifications of Deductions, and Certifications of full payment 1.2 The HRMO personnel will check and encode changes in deductions and salaries if applicable	None	3 days	<i>HRMO Personnel</i> Human Resource Management Officer



	<p>1.3 The HRMO personnel will attach the CS Form 48 and other necessary documents</p> <p>1.4 The HRMO personnel will transmit the payroll with supporting documents to the Internal Audit</p> <p>1.5 The HRMO personnel will transmit the audited payroll to the concerned department for signature of the Dean.</p> <p>1.6 The HRMO personnel will transmit the signed payroll to the Cashier's Office</p>			
	TOTAL	None	3 days	



Office of the Human Resource Management External Services



1. APPOINTMENT PREPARATION FOR JOB ORDER PERSONNEL

Brief Description of the Service

This service covers the process in the preparation of appointment for Job Order personnel of the university in all campuses.

Office or Division:	Office of the Human Resource Management Office			
Classification:	Simple Transactions			
Type of Transaction:	G2G-Government to Government			
Who may avail:	NEUST Job order Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application letter, accomplishment report, recommendation letter and credentials.		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The university job order personnel shall receive the termination letter.	1. The HRMO personnel will receive the approved termination letter from the personnel.	None	1 Minute	<i>HRMO Personnel</i> Human Resource Management Office
2. The university job order personnel shall prepare the application letter, accomplishment report, recommendation letter and credentials and submit to the president's office.	2. The President's office staff shall forward the approved renewal of the job order personnel.	None	2 Minutes	<i>President's Office Staff</i> President's Office
	2.1 The HRMO personnel will prepare the appointment for JO personnel with the information: name, designation, rate per	None		<i>HRMO Personnel</i> Human Resource Management Office



	<p>month, period of employment, funding source, and office assignment as well as the specific functions and duties of the JO personnel.</p> <p>2.2The HRMO personnel will contact the JO personnel to sign in the appointment.</p>	None	2 Minutes	<i>HRMO Personnel</i> Human Resource Management Office
3. The university job order personnel shall sign the contract of service.	3. The HRMO personnel will certify the appointment of JO personnel.	None	1 minute	<i>HRMO Personnel</i> Human Resource Management Office
	3.1The HRMO personnel will transmit the appointment to the Head of Agency for signature.	None	2 minutes	<i>HRMO Personnel</i> Human Resource Management Office
	3.2After receiving the approved appointment, the HRMO personnel will release a copy to the internal audit.	None	5 minutes	<i>HRMO Personnel</i> Human Resource Management Office
TOTAL		None	13 Minutes	



2. APPOINTMENT PREPARATION FOR STUDENT ASSISTANTS

Brief Description of the Service

This service covers the procedure in the preparation of student assistant appointment within the University campuses.

Office or Division:	Office of the Human Resource Management Office			
Classification:	Simple Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	NEUST student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Application letter (1 copy) Certification of Registration (1 copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The university student shall submit the application letter and the certificate of registration to the human resource management office.	1. The HRMO Personnel will receive the approved application letter of the Student Assistant with recommendation letter of the head of office/department where he/she will be assigned, certificate of registration of the present semester.	None	1 Minute	<i>HRMO Personnel</i> Human Resource Management Office
	1.1 The HRMO Personnel will prepare the Student Assistant appointment.	None	1 minute	<i>HRMO Personnel</i> Human Resource Management Office
	1.2 The HRMO Personnel will transmit	None	1 minute	<i>HRMO Officer</i> Human Resource



	<p>the appointment to the Budget Officer and Head of Agency for signature.</p> <p>1.3After receiving the approved appointment, the HRMO Personnel will release one copy of appointment to Internal Audit.</p>	None	2 minutes	<p>Management Office</p> <p><i>HRMO Personnel</i> Human Resource Management Office</p>
TOTAL		None	5 minutes	



Office of the Human Resource Management Internal/External Services



1. PUBLICATION OF VACANT POSITIONS

Brief Description of the Service

This service covers the publication and posting of the vacant position(s) or plantilla items of the University.

Office or Division:	Office of the Human Resource Management Office			
Classification:	Complex Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	University President			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice from the University President (1 copy)		University President		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The university president will instruct the HRMO to publish vacant positions.	1. The HRMO will receive instruction from the president to publish vacant positions	None	1 Minute	<i>HRMO</i> , Human Resource Management Office
	1.1 The HRMO Personnel will prepare the publication of vacant positions to be signed by the HRMO IV and to be submitted at the Civil Service Commission Field Office.	None	15 minutes	<i>HRMO, HRMO Personnel</i> , Human Resource Management Office
	1.2 The HRMO Personnel will submit the request for publication of vacant positions to the CSC Nueva Ecija Field Office	None	30 Minutes	<i>HRMO Personnel</i> , Human Resource Management Office
	1.3 The HRMO will post	None	2 minutes	<i>HRMO Personnel</i> , Human Resource Management Office



	the published vacant position in 3 conspicuous places			
TOTAL		None	48 Minutes	



2. RECRUITMENT, SELECTION, AND PROMOTION

Brief Description of the Service

This service covers the recruitment, selection and promotion processes of Non-academic and Academic personnel to the filling up of the vacant position(s) or plantilla items of the University.

Office or Division:	Office of the Human Resource Management Office			
Classification:	Complex Transactions			
Type of Transaction:	G2G -Government to Government G2C -Government to Citizen			
Who may avail:	Outside applicants/ University Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application letter and other credentials (1 copy)			Outside applicants/ University Personnel	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The applicants will submit their application to the Human Resource Management Office through online or personal submission.	1. The HRMO will pre-screen the qualified applicants	None	10 Minutes	<i>HRMO/HRMO Personnel, Human Resource Management Office</i>
	1.1 The HRMO Personnel will prepare the notice/schedule of interview as per instruction of the HRMPSB and distribute the same to the members of HRMPSB.	None	10 minutes	<i>HRMO/HRMO Personnel, Human Resource Management Office</i>
	1.2 The HRMO Personnel will inform the qualified applicants for the schedule of interview	None	5 Minutes	<i>HRMO Personnel, Human Resource Management Office</i>
				<i>HRMO Personnel,</i>



	1.3 The HRMO will forward the applications to the HRMPSB for evaluation and review	None	2 minutes	Human Resource Management Office
	2. The HRMO will prepare the faculty recruitment analysis (faculty position/s) and comparative assessment (non teaching position/s and forward the same to the HRMPSB members for signature	None	1 Day	<i>HRMO/HRMO Personnel,</i> Human Resource Management Office
	3. The HRMO will submit to the head of agency the signed faculty recruitment analysis and comparative assessment	None	2 Minutes	<i>HRMO,</i> Human Resource Management Office
	4. The HRMO will receive the final result of the faculty recruitment analysis and comparative assessment and instruction from the University President	None	2 Minutes	<i>HRMO,</i> Human Resource Management Office
	5. The HRMO will coordinate with the BI Committee for the conduct of Background Check to the proposed appointees	None	2 Minutes	<i>HRMO,</i> Human Resource Management Office



	6. The HRMO will receive BOR Resolution and issue requirements to the Proposed appointees	None	1 Day	<i>HRMO Personnel, Human Resource Management Office</i>
7. The applicant or proposed appointees will submit the complete necessary requirements to the HRMO.	7. The HRMO will check the completeness of the documents; if complete, the HRMO will prepare the appointment and other related documents and submit the same to the HRMPSB and University President for signature	None	1 Day	<i>HRMO IV/HRMO Personnel, Human Resource Management Office</i>
	8. The HRMO will prepare the Report on Appointment Issued (RAI) to be submitted at the CSC Field Office	None	5 Minutes	<i>HRMO IV/HRMO Personnel, Human Resource Management Office</i>
9. The appointee will receive and sign the appointment from the HRMO.	9. The HRMO will release the signed appointment to the appointee and submit the other copy together with the RAI to the CSC Nueva Ecija Field Office.	None	1 Day	<i>HRMO IV/HRMO Personnel, Human Resource Management Office</i>
	10. The HRMO will prepare communication letter for the proposed onboarding activity for the newly hired personnel	None	1 Day	<i>HRMO IV/HRMO Personnel, Human Resource Management Office</i>
	11. Once the letter is approved, the HRMO will disseminate information to the speakers and	None	1 Day	<i>HRMO IV/HRMO Personnel, Human Resource Management</i>



	participants for the schedule of the activity			Office
	12. Conduct of onboarding	None	1 Day	<i>HRMO IV/HRMO Personnel,</i> Human Resource Management Office
TOTAL		None	7 Days and 38 minutes	



Learning and Development Unit Internal Services



1. REQUEST TO ATTEND TRAINING/SEMINAR/CONFERENCE

Brief Description of the Service

This service covers the training procedure necessary to ensure continuing learning and development interventions through attendance to trainings/seminars/conferences of all personnel in the University.

Office or Division:	Learning and Development Unit			
Classification:	Simple Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	University Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Training/ Seminar/ Conference Request Form (1 copy) Invitation letter of the Training/ Seminar/ Conference (1 copy) Training Evaluation Form			Office of the University President/University Personnel/ Campuses/Offices/College Departments/Units	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The personnel will present the invitation letter of training/seminar to the L&D Unit Head.	1. The L&D Unit Head shall issue the Request Form to the personnel	None	1 Minute	L&D Head, L&D Unit
2. The personnel will accomplish and submit the Request Form with attached invitation letter to the L&D Unit Head.	2. The L&D Unit Head will prepare the request to attend and transmit to the signatories 2.1 if approved, the L&D Unit Head will coordinate with the attendees and issue the Training Evaluation form to be submitted by the attendees after the training/seminar	None	1 Day	L&D Head, L&D Unit



3. The personnel will accomplish and submit the Training Evaluation form to the L&D Unit Head.	3. The L&D Unit will receive the Training Evaluation Form.	None	5 Minutes	L&D Head, L&D Unit
TOTAL		None	1 Day and 6 Minutes	



Records Office Internal Services



1. RECEIVING AND DISSEMINATION OF DOCUMENTS FROM PRESIDENT'S OFFICE

Brief Description of the Service

This service begins when the Record Officer received documents from President's Office staff.

Office or Division:	Records Office			
Classification:	Simple Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	University Personnel/Campuses/Offices/College Departments/Units			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Office orders (1 copy) Memorandum (1 copy) Communication letters (1 copy)			Office of the University President/University Personnel/ Campuses/Offices/College Departments/Units	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. The Records Office sorts the document receives from the Office of the University President/university personnel/offices/college departments/units	None	3 Minutes	<i>Records Officer I, Record's Office</i>
2. Concerned Personnel/Offices/College Departments/Units receives the documents from the Record's Office	2. The Record's Office disseminates the documents to concerned personnel/offices/college departments/units	None	5 Minutes	<i>Records Officer I, Record's Office</i>



	3 The Record's Office writes and records the received documents in respective logbooks	None	1 Minute	<i>Records Officer I, Record's Office</i>
	4 The Record's Office files the documents in their respective folders	None	1 Minute	<i>Records Officer I, Record's Office</i>
TOTAL		None	10 Minutes	



Procurement Office

Internal / External Services



1. RECEIVING OF APPROVED PURCHASE REQUEST

Brief Description of the Service

This service applies to the NEUST operation of procurement of goods and services, and strives to enhance customer satisfaction by establishing a continual improvement in the Quality Management System of the Unit.

Office or Division:	Procurement Office			
Classification:	Complex Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	University Personnel/ Campuses/Offices/College Departments/Units			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved purchase request form (3 original copies)			University Personnel/ Campuses/Offices/College Departments/Units	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The University personnel/campuses/ offices/ college departments/ units submit three (3) original copies of Purchase Request (PR) form to the Office of the University President	1. The Office of the President personnel will receive from the personnel three (3) original copies of the Purchase Request (PR) form for approval of the University President	None	2 Minutes	Assigned personnel of the day, Office of the President
	2. The Office of the President personnel upon approval of the PR will record and assign PR No. and transmit the same to the Procurement Office. 2.1 The Procurement Office personnel receives and checks the completeness of entries of the Purchase Request.	None	3 Minutes	Assigned Office of the President personnel of the day/ Assigned Procurement Personnel of the day, Procurement



				Office/ Office of the President
	3.The Procurement Office sorts the item/s listed in the request according to its product category	None	20 Minutes	<i>Procurement Personnel/Canvasser</i>
	4. The Procurement personnel/canvasser assess and assign mode of procurement for the approved PR. 5. If the ABC exceeds the threshold of the Shopping Method under the Alternative Mode of Procurement, the buyer/canvasser shall forward the Purchase Request (PR) to the BAC Secretariat to use the other method of procurement such as Small Value Procurement or Public Bidding	None	1 Hour	Procurement Personnel/ Canvasser
	6.The Procurement personnel/canvasser shall proceed with the preparation of Request for Quotations (RFQ) if the ABC is within the threshold of the Shopping Method under Alternative Mode of Procurement	None	15 Minutes	Procurement Personnel/ Canvasser
	7.The Procurement Office secures one (1) copy of the approved PR for file.	None	1 Minute	Assigned Procurement Personnel of the day, Procurement Office



TOTAL	None	1 Hour and 41 Minutes	
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2. PREPARATION AND PROCESSING OF REQUEST FOR QUOTATION

Brief Description of the Service

This service applies to the NEUST operation of procurement of goods and services, and strives to enhance customer satisfaction by establishing a continual improvement in the Quality Management System of the Unit.

Office or Division:	Procurement Office			
Classification:	Complex Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	Registered Suppliers/Bidders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved Purchase Request (PR)			File Copy	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. The Procurement personnel/canvasser will encode the items from the approved Purchase Request (PR) to Request for Quotation (RFQ) Form	None	30 Minutes	Procurement Personnel/ Clerk
	2. The Procurement Officer checks the correctness of the details indicated in the RFQ form and sign.	None	15 Minutes	Procurement Officer
	3. The Canvasser/Buyer will send out the RFQ form to at least three (3) qualified Suppliers.	None	3 Days	Canvasser/ Buyer
TOTAL		None	3 days and 45 Minutes	



3. PREPARATION AND PROCESSING OF ABSTRACT OF QUOTATIONS

Brief Description of the Service

This service applies to the NEUST operation of procurement of goods and services, and strives to enhance customer satisfaction by establishing a continual improvement in the Quality Management System of the Unit.

Office or Division:	Procurement Office			
Classification:	Complex Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	Internal Audit Office			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request for Quotation (RFQ) Form			Procurement Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
The supplier/bidder shall submit the Request for Quotation together with the requirements on the date, time and place specified in the RFQ form.	1. The Procurement Clerk/Canvasser upon receipt of the submitted price quotations from the participating suppliers/contractors will check and review the responsiveness of the quotations and the completeness of the documents/requirements.	None	1 Hour	Procurement Clerk/Canvasser
	2. The Procurement Clerk/Canvasser encodes the Item/s from the RFQ in the Abstract of Quotations Form	None	15 Minutes	Procurement Clerk/Canvasser
	3. The Procurement Officer checks the correctness of the details therein the Abstract of Quotations form and sign.	None	15 Minutes	Procurement Officer



	<p>4. The Procurement Office will transmit the Abstract of Quotations with supporting documents to the BAC Chair and Head of the Agency for signature.</p> <p>a. If approved, the Procurement Office will proceed in the preparation of Purchase Order.</p>	None	1 Day	<i>Procurement Personnel/Clerk</i>
TOTAL		None	1 Day, 1 Hour and 30 minutes	



4. PREPARATION OF PURCHASE ORDER

Brief Description of the Service

This service applies to the NEUST operation of procurement of goods and services, and strives to enhance customer satisfaction by establishing a continual improvement in the Quality Management System of the Unit.

Office or Division:	Procurement Office			
Classification:	Complex Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	Supplier, Supply Office			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request for Quotation (RFQ) Form			Procurement Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. The Procurement Clerk will encode the items from the Abstract of Quotations in the Purchase Order Form.	None	1 Hour	<i>Procurement Clerk/Canvasser</i>
	2. The Procurement Officer and the end-user checks the correctness of the entries and the responsiveness of the specifications of the items indicated therein and sign.	None	1 Hour	<i>Procurement Officer/End-User</i>
The winning supplier/bidder shall sign the Purchase Order	3. After determining the completeness of entries in the Purchase Order form, the Procurement Office will contact the winning Supplier to sign in the Purchase Order Form.	None	1 Day	<i>Procurement Officer/Personnel/Supplier</i>
	4. Once the Purchase Order is signed and accepted by the Supplier, the Procurement Office will transmit the Purchase Order to Supply	None	5 Minutes	<i>Procurement Personnel/Clerk</i>



	Office.			
	TOTAL	None	1 Day, 2 Hours and 5 minutes	



Procurement Office External Services



1. PUBLIC BIDDING

Brief Description of the Service

This service covers the procurement process through bidding and applies to all University campuses within the allowed timeline specified in the RA 9184 and its IRR applicable to the Quality Management System.

Office or Division:	Procurement Office/ Bidding and Awards Committee (BAC) Office			
Classification:	Highly Technical Transactions			
Type of Transaction:	G2B -Government to Business Entities			
Who may avail:	Bidders/Contractors/Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Bidding documents: 1. Approved letter/project proposal/purchase request 2. Detailed Cost Estimate 3. Technical Specifications/Terms of Reference 4. Technical and Eligibility Component (1original copy,2certified true copy), Financial Requirements (1original copy, 2 certified true copy)		Bidders/Contractors/Suppliers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1.The BAC shall call for a pre-procurement conference to determine the readiness of the University to procure in terms of the legal, technical and financial requirements of the project	None	50 Minutes	<i>BAC Members, BAC Secretariat, End-user Representative, TWG Members, Procurement Office/ BAC Office/ Concerned Offices</i>



	<p>2. BAC Secretariat shall post/advertise Invitation to Bid at conspicuous place reserved for the purpose of procurement opportunities inside the University premises, in the PhilGEPS and NEUST websites and in newspaper (if applicable)</p>	<p>None</p>	<p>7 Days</p>	<p><i>BAC Secretariat, Procurement Office/ BAC Office</i></p>
<p>3. The bidder shall pay the corresponding fee at the University Cashier</p>	<p>3. BAC Secretariat shall issue bidding documents to prospective bidder/s upon payment of the corresponding cost to the University Cashier.</p>	<p>ABC: 500,000 and below = Php500</p> <p>ABC: More than 500,000 up to 1M = Php1,000</p> <p>ABC: More than 1M up to 5M = Php5,000</p> <p>ABC: More than 5M up to 10M = Php10,000</p> <p>ABC: More than 10M up to 50M = Php25,000</p>	<p>1 Day</p>	<p><i>BAC Secretariat, Procurement Office/ BAC Office</i></p>



		<p>ABC: More than 50M up to 500M = Php50,000</p> <p>ABC: More than 500M = Php75,000</p>		
<p>4. The attendance of the prospective bidder, while not mandatory, is encouraged.</p>	<p>4. The BAC, TWG, Secretariat, End-user shall conduct Pre-bid conference to clarify and/or explain any of the requirements, terms, conditions and specifications stipulated in the bidding documents.</p>	<p>None</p>	<p>1 Day</p>	<p><i>BAC, TWG Members, BAC Secretariat, End-user, Observer, Procurement Office/ BAC Office/ Concerned Offices</i></p>
<p>5. The bidder shall submit the complete bidding documents on the date, time and place specified in the Invitation to Bid</p>	<p>5. The BAC Secretariat shall receive the bid documents submitted by the bidders on or before the scheduled time of submission</p>	<p>None</p>	<p>1 Minute</p>	<p><i>BAC Secretariat, Procurement Office/ BAC Office</i></p>



<p>6. The attendance of the bidder, while not mandatory, is encouraged.</p>	<p>6. The BAC Members, BAC Secretariat, TWG Members and the End-user shall facilitate the Opening of Bids on the scheduled date based on the procedure specified in the RA 9184</p>	<p>None</p>	<p>1 Day</p>	<p>BAC, TWG Members, BAC Secretariat, End-user, Observer, Procurement Office/ BAC Office/ Concerned Offices</p>
	<p>7. The BAC will declare failure of bidding if all the bids were greater than the ABC and will proceed to the reviewing of bidding documents. If it happens to have a second failure of bidding, the BAC shall proceed to Negotiated Procurement to process the project/request.</p>	<p>None</p>	<p>1 Day</p>	<p>BAC Secretariat/ TWG Members, Procurement Office/ BAC Office</p>



<p>8. The attendance of the bidder, while not mandatory, is encouraged.</p>	<p>8. The BAC Members together with the TWG, End-user and BAC Secretariat shall conduct Post Qualification of the bidder with Lowest Calculated Bid</p>	<p>None</p>	<p>1-2 Days</p>	<p><i>BAC, TWG Members, BAC Secretariat, End-user, Observer, Procurement Office/ BAC Office/ Concerned Offices</i></p>
<p>9. Within ten (10) calendar days from receipt of the Notice of Award, the winning bidder shall formally enter into contract with the Procuring Entity</p>	<p>9. The BAC Secretariat shall issue the Notice of Award signed by the HOPE to the winning bidder after the Resolution has been approved and require them to post the required Performance Security before signing the contract</p>	<p>None</p>	<p>1-15 Days</p>	<p><i>BAC Members, BAC Secretariat, Procurement Office Head, University President (HOPE), BAC Office/Procurement Office/ Office of the University President</i></p>



	<p>10. The University as the Procuring Entity shall enter into contract with the winning bidder provided that all the documentary requirements are complied with and be submitted to the BAC Secretariat</p> <p>10.1 The BOR approves or disapproves the contract when further approval of higher authority (Board of Regents) is required.</p>	<p>None</p> <p>None</p>	<p>1-10 Days</p> <p>1-30 Days</p>	<p><i>BAC Members, BAC Secretariat, Procurement Office Head, University President (HOPE), BAC Office/Procurement Office/ Office of the University President</i></p> <p><i>Board of Regents</i></p>
	<p>11. The BAC Secretariat shall prepare Contract (for Infrastructure and Services); Procurement Officer shall prepare Purchase Order for Goods.</p>	<p>None</p>	<p>1-7 Days</p>	<p><i>BAC Secretariat/ TWG Members, Procurement Office/ BAC Office</i></p>



<p>12. The supplier/contract or is given 7 days to start the project</p>	<p>12.The BAC Secretariat shall issue Notice to Proceed to the winning bidder after signing the approved contract</p>	<p>None</p>	<p>1-7 Days</p>	<p><i>BAC Secretariat/ TWG Members, Procurement Office/ BAC Office</i></p>
<p>TOTAL</p>		<p>Total fees to be paid will depend on the equivalent approved budget for the contract</p>	<p>76 Days and 51 Minutes</p>	



Supply Office Internal Services



1. RELEASING/ISSUANCE OF SUPPLIES/GOODS/EQUIPMENT/MATERIALS CARRIED IN STOCK TO REQUISITIONING DIVISION/OFFICE

Brief Description of the Service

This service covers the releasing/issuance of supplies/good/equipment/materials carried in stock to requisitioning division/office.

OFFICE OR DIVISION:	SUPPLY OFFICE			
CLASSIFICATION:	SIMPLE TRANSACTIONS			
TYPE OF TRANSACTION:	G2G-GOVERNMENT TO GOVERNMENT			
WHO MAY AVAIL:	UNIVERSITY PERSONNEL/CAMPUSES/COLLEGES/ DEPARTMENTS/OFFICES/UNITS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
REQUISITION AND ISSUE SLIP (1 ORIGINAL COPY)		SUPPLY AND/OR PROPERTY DIVISION UNIT		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. University Personnel/campuses/office s/college departments/units will fill-out and submit the original copy of Requisition and Issue Slip to the Supply Office	1. The Supply Officer IV approves the submitted requisition and issue slip	None	1 Minute	Supply Officer IV
	2. The Supply Personnel checks and prepares the availability of requested item	None	12 Minutes	Storekeeper/ Supply Personnel
2. Concerned personnel/offices/college	3. The Supply Office will issue the requested	None	5 Minutes	Storekeeper/ Supply



departments/units receives the requested items from the Supply Office	available supplies to the concerned personnel/offices/college departments/units			Personnel
	4. The Supply Office maintains the record of transaction as per RIS Forms	None	2 Minutes	Storekeeper/ Supply Personnel
TOTAL			20 Minutes	



**University Building Maintenance and Office of
General Services
Internal Services**



1. PROCEDURES IN REQUEST FOR REPAIR AND MAINTENANCE

Brief Description of the Service

This service includes process of this department of different areas and activity of repair and preventive maintenance such as the following:

- Electrical
- Plumbing
- Carpentry
- Iron Works
- Air-conditioning
- Printing
- Equipment and Fixtures

Office or Division:	University Building Maintenance and Office of General Services			
Classification:	Highly Technical Transactions			
Type of Transaction:	G2G- Government to Government			
Who may avail:	University Personnel/Campuses/Offices/College Departments/Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job-Order form (2 original copies)		Forms are available at the University Building Maintenance and Office of General Services University Personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. The concerned personnel or offices shall fill up and submit the form to the University Building Maintenance and Office of General Services	1. The Director of the University Building and Maintenance and Office of General Services approves the submitted form.	None	2 Minutes	<i>Director, University Building Maintenance and Office of General Services</i>
	1.1 University Building Maintenance and Office of General Services assigns specific personnel to conduct a pre-inspection	None	25 Minutes	<i>Assigned Personnel, University Building Maintenance and Office of General Services</i>
	1.2 The assigned personnel of University Building Maintenance and Office of General Services prepares the inspection report	None	18 Minutes	<i>Assigned Personnel, University Building Maintenance and Office of General Services</i>
	1.3 The University Building Maintenance and Office of General Services gathers the material needed	None	2 Hours	<i>Assigned Personnel, University Building Maintenance and Office of General Services</i>
2. If the materials needed is not available the requestor shall fill up the purchase request form and submit to the office of university president for the approval	2.The Office of the University President transmits the approved purchase request form to the Procurement Office	None	5 Minutes	<i>Assigned Personnel of the Office of the University President, Office of the University President</i>
	2.1 The Procurement Office prepares the item/s listed in the approved purchase request	None	5 Days	<i>Assigned Procurement Personnel, Procurement Office</i>



	2.2 The University Building Maintenance and Office of General Services proceeds with the repair of works	None	3 Days (may vary according to scope of work)	<i>Assigned Personnel, University Building Maintenance and Office of General Services</i>
3. If the materials needed is available the requestor shall fill up and submit the Requisition and Issue Slip to the Supply Office	3.The Supply Office prepares the item/s requested by the requestor.	None	20 Minutes	<i>Assigned Personnel of Supply Office, Supply Office</i>
	3.1The University Building Maintenance and Office of General Services proceeds with the repair of works.	None	3 Days (may vary according to scope of work)	<i>Assigned Personnel, University Building Maintenance and Office of General Services</i>
TOTAL		None	11 Days, 3 Hours and 10 Minutes (may vary according to scope of work)	



Offices under the Office of the University Vice President for Research, Extension, And Training Services



Office of the University Training Services External Services



1. TRAINING SERVICES PREPARATORY PHASE

Brief Description of the Service

This procedure covers the detailed step from receipt of the request letter to signing of Memorandum of Agreement between NEUST and the requesting party/client

Office or Division:	Office of the University Training Services Department			
Classification:	Complex Transactions			
Type of Transaction:	G2C -Government to Government			
Who may avail:	University Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter, Training Design, Memorandum of Agreement. (1 copy)		University Faculty, University Vice-President, Office of the Vice President for Research Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to the Office of the University President	1. Receive request	None	1 Minute	<i>Assigned Personnel, Office of the President</i>
	1.1 Review the availability of the requested training	None	3 Minutes	<i>OVPRET Training Services Department</i>
	1.2 Notify the Client, If available	None	2 Minutes	<i>Assigned Personnel, Training Services Department</i>
	1.3 Preparation of Training Design	None	2 Hours	
	1.4 Evaluation of Training Design	None	1 Hour	<i>Training Services Director, Training Department</i>
	1.5 MOA Signing if approved			



		None	5 Minutes	<i>Client, Budget Officer, OVPRET, University President</i> <i>Assigned Personnel, Training Services Department</i>
	1.6 Filing of Records	None	5 Minutes	
	TOTAL	None	3 Hours and 16 Minutes	



Office of the University Research Services Internal Services



1. PROCEDURE IN CONDUCTING IN-HOUSE REVIEW

Brief Description of the Service

This procedure covers the conduct of institutional in-house review for completed and research proposals from the scheduling to evaluation and documentation of the activity and applies to all University campuses.

Office or Division:	Office of the University Research Services			
Classification:	Complex Transactions			
Type of Transaction:	G2C -Government to Government			
Who may avail:	University Faculty-Student of University			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
NEUST-RSD-F007 Format for Completed Research NEUST-RSD-F009 Evaluation form for Completed Research NEUST-RSD-F005 Research Proposal Format NEUST-RSD-F006 Evaluation Form for Research Proposal			Office of the Research Services Department	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The faculty or researcher will submit the accomplished Research Proposal Form to the College/Campus Research Unit Head.	1. Review of the Research Proposal by the College/ Campus Research Unit Head; Research Proposal Accepted; for evaluation of the URTC.	None	1 hour	<i>Researcher/s; College/Campus Research Unit Head</i>
2. Presentation of the Research Proposal/ completed during the In-House Review	1. Evaluation of the Research Proposal/completed	None	1 Day	<i>Researcher/s; College/Campus Research Unit Head URTC, and other</i>



				<i>panel members</i>
3. Submission of the Revised Proposal/ completed Research to the <i>Research Services Department</i> through College/Campus Research Unit Head	1. Filing of Records.	None	10 Minutes	<i>Researcher/s; College/Campus Research Unit Head; DCC-Research Services Department</i>
	TOTAL		1 Day 1 hour 10 Minutes	



2. PROCEDURE IN INTERNAL FUNDING

Brief Description of the Service

This procedure covers the steps by which faculty members could apply for internal / institutional fundings of their research activities.

Office or Division:	Office of the University Research Services			
Classification:	Complex Transactions			
Type of Transaction:	G2C -Government to Government			
Who may avail:	University Faculty, Student of University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NEUST-RSD-F005 Research Proposal Format NEUST-RSD-F015 Proponent's Letter of Intent NEUST-RSD-F016 Proposal Endorsement Form for Internal Funding		Office of the Research Services Department		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The faculty or researcher will submit the Research Proposal to the College/Campus Research Unit Head.	1. Review of the Research Proposal by the College/ Campus Research Unit Head. Research Proposal Accepted; for evaluation of the URTC.	None	1 day	<i>College/Campus Research Unit Head</i>
2. Presentation of the Proposal during the In House Review	1. Evaluation of the Proposal	None	1 Day	<i>URTC, and other panel members</i>
3. Revision of Research Proposal and submission to the College/Campus Research Unit Head.	1. Review of the Revised Proposal 2. Final Review and Acceptance of	None	1 Day	<i>College/Campus Research Unit Head</i> <i>Research Services</i>



	Research Proposal; for endorsement to University President 3. Notify the researcher if approved	None None	30 minutes 5 Minutes	<i>Department</i> <i>Research Services Department</i>
4. Research Conducted	1. Filing of Records	None	5 Minutes	<i>DCC, Research Services Department</i>
	TOTAL		3 Days and 40 Minutes	



3. PROCEDURE IN EXTERNAL FUNDING

Brief Description of the Service

This procedure covers the steps by which faculty members could apply for external fundings of their research activities.

Office or Division:	Office of the University Research Services			
Classification:	Complex Transactions			
Type of Transaction:	G2C -Government to Government			
Who may avail:	University Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NEUST-RSD-F005 Research Proposal Format / Form provided by the Funding Agency		Funding Agency, University Personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of the Research Proposal	1. Research Proposal received	None	2 Minutes	<i>Researcher(s)</i> <i>URTC</i>
	2. Evaluation of the Research Proposal		1 Day	
2. Revision of the Research Proposal and submission of the revised proposal	1. Revised Research Proposal received	None	1 Hour	<i>Researcher(s); College/Campus Research Unit Head</i> <i>URTC</i>
	2. Revised Research Proposal reviewed and approved.	None	1 day	
	3. Forward to the office of University	None	1 Hour	



	President			
	4. Endorsement of the Research Proposal to Funding Agency	None	1 Hour	<i>University President</i>
	5. Filling of record.	None	5 Minutes	<i>DCC, Research Services Department</i>
	TOTAL		2 Days 3 Hours 7Minutes	



4. REQUEST FOR PUBLICATION INCENTIVES

Brief Description of the Service

This procedure covers the steps from the preparation of the request to the approval of the University President.

Office or Division:	Office of the University Research Services			
Classification:	Complex Transactions			
Type of Transaction:	G2C -Government to Government			
Who may avail:	University Faculty, Student of University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished NEUST-RSD-F018 Request for Publication Incentive Form, Endorsement of the Research Unit Head,		Office of the Research Services Department		
Published Research Article, Notice of Publication, Proof of Journal Indexing, Proof of Article Indexing, Approved Advance Notice of Journal Article Submission, Bank Fund Transfer receipt for the publication fee, Certificate of Utilization		University Personnel / Researcher(s)		
CLIENT STEPS	AGENCY ACTIONS	FEE TO BE PAID	PROCESS ING TIME	PERSON RESPONSIBLE



1. Submission of the requirements of the Request to the Research Services Department	1. Request received	None	5 Minutes	<i>Researcher(s); College/Campus Research Unit Head</i>
	2. Evaluation of the submitted requirements of the request.	None	2 Days	Research Services Department
	3. Submission of the Request to Budget Office if requirements are completed.	None	1 Hour	Researcher(s)
	4. Forward the request to VPRET for approval (Approved)	None	1 Hour	Budget Office Personnel, Budget Office
	5. Forward the request to the University President	None	1 Hour	Office of the Vice President for Research, Extension, and Training
	6. Notify the researcher if approved	None	5 Minutes	Research Services Department
	7. Filing of Records	None	5 Minutes	Research Services Department
	TOTAL		2 Days 3 Hours 15 Minutes	



Office of the University Extension Services External Services



1. PROVISION /DELIVERY OF UNIVERSITY EXTENSION SERVICES

Brief Description of the Service

One of the major functions of NEUST is to provide extension services to the target clientele who are considered marginalized sector of society. The services maybe in the forms of training, technical assistance, consultancy /advisory services, technology demonstration, etc. Hence, interested parties may file a written request to the University for the provision/delivery of extension services.

Office or Division:	Extension Services Department under the Vice President for Research, Extension and Training (OVP-RET)			
Classification:	Highly Technical Transactions			
Type of Transaction:	G2C -Government to Citizens; or G2B -Government to Business (Social Enterprises); or G2G -Government to Government			
Who may avail:	Individuals, Groups (Religious, NGOs, POs, Coops), Local Government Units, National Government Agencies/Institutions, GOCCs, Government Employees/Officials			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter Request (1 copy) Local Legislative Resolution (in case of LGUs); Board Resolution as the case may be			Requesting entity	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to the Office of the University President	1. Receive request	None	2 Minutes	<i>Assigned Personnel of the Day, Office of the President</i>
	2. The Office of the President acts on the request through marginal notes/remarks and forward the same to the OVP-RET	None	10 Minutes	<i>Assigned Personnel of the Day, Office of the President</i>



	3. The OVP-RET endorses the letter Request/ Resolution to the office of Extension Services Department for appropriate action.	None	1 Hour	OVP-RET and Staff
	4. The ESD coordinates the concerned campus/college/department for the possible project proposal/meetings as the request may be.	None	2 hours	ESD and concerned RET Chairperson
	5. The campus/college/department concerned prepares appropriate Project Proposal for review of the ESD, Budget, and OVP-RET.	None	2 Days	ESD and <i>RET Chairperson</i>
	6. Office of the President approves the Proposal	None	2 Hours	<i>Assigned Personnel of the Day, Office of the President</i>
2. Meeting between and among clients, RET Chairperson of concerned College/Campus through on-line meeting and face-to-face	2.1 RET to discuss the approved Request and the corresponding Project Proposal	None	2 Hours	<i>OVPRET, ESD RET Chairperson of Campus/ College concerned</i>
3. Participation in the delivery of services: Implementation of the Project	3.1 Notify Proponent 3.2 Inform expert of schedule and nature of transaction.	Honoraria per approved research, extension	Depending upon the nature of the project proposal	ESD and <i>RET Chairperson</i>



(location depends on the project)	3.3 Actual conduct of project	manual	(per approved project proposal)	
4. Participation in the Monitoring of Project (location depends on the project)	4. Actual visit and on-line meetings of concerned personnel from RET Departments	Travel expenses	4 Hours	ESD and <i>RET Chairperson</i>
5. Participation in the Reporting to the RET Department	5. Preparation and submission of report	None	2 Hours	ESD and <i>RET Chairperson</i>
	TOTAL		7 Days 4 hours 16 Minutes	



FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
<p>How to send feedback?</p>	<p>Answer the client feedback form and drop it at the designated drop box at the <i>Public Assistance and Complaint Desk</i> and other designated areas or by downloading and submitting online the Client Satisfaction Form at the NEUST official website www.neust.edu.ph. Contact Info: (044) 463-0226</p>
<p>How feedbacks are processed?</p>	<p>Every Friday, the <i>Quality Assurance Office</i> will collect, compile and record all feedbacks submitted. The <i>Quality Assurance Office</i> personnel may seek the help of MIS personnel for online feedbacks and other non-teaching staff in various campuses for this purpose. Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days from receipt of the feedback. The answer of the office is then relayed to the citizen/ student/ clients through the <i>Publication and Public Affairs Office</i>.</p> <p>For inquiries and follow-up clients may contact the following telephone number: (044) 463-0226; 09567343457; 09278141513</p>



<p>How to file a complaint?</p>	<p>Answer the Client Complaint Form and drop it at the designated drop box at the <i>Public Assistance and Complaint Desk</i>.</p> <p>Complaint can also be filed using telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-ups, clients may contact the following number: (044) 463-0226</p>
<p>How complaints are processed?</p>	<p>The Complaint Officer, the University Legal Officer, will open the complaint drop box on a daily basis and evaluate each complaint.</p> <p>Upon evaluation the Complaint Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaint Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action. The Complaint Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (044) 463-0226; 09178261028</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>ARTA: complaints@arta.gov.ph : 1-ARTA (1-2782) PCC : 8888 CCB : 0908-881-6565 (SMS) : 1-6565 : email@contactcenterngbayan.gov.ph.</p>



LIST OF OFFICES IN THE UNIVERSITY

LIST OF OFFICES		
Office	Address	Contact Information
Office of the UNIVERSITY PRESIDENT	2 nd Floor Administration Building NEUST Main Campus, General Tinio Street, Cabanatuan City	(044)4630226
Office of the EXECUTIVE VICE PRESIDENT	2 nd Floor Administration Building NEUST Main Campus, General Tinio Street, Cabanatuan City	09054329574
Office of the VICE PRESIDENT for Academic Affairs	2 nd Floor Administration Building NEUST Main Campus, General Tinio Street, Cabanatuan City	vpaa@neust.edu.ph
Office of the VICE PRESIDENT for Research, Extension and Training	2 nd Floor Administration Building NEUST Main Campus, General Tinio Street, Cabanatuan City	09988633132
Office of the VICE PRESIDENT for Administration, Business and Finance	2 nd Floor Administration Building NEUST Main Campus, General Tinio Street, Cabanatuan City	09054329574



Office of the CAMPUS DIRECTOR, NEUST San Isidro Campus	1 st Floor CICT Building NEUST San Isidro Campus, San Isidro Nueva Ecija	09273766167
Office of the CAMPUS DIRECTOR, NEUST Gabaldon Campus	1 st Floor Administration Building, NEUST Gabaldon Campus, Gabaldon, Nueva Ecija	09305659066
Office of the CAMPUS DIRECTOR, NEUST Fort Magsaysay Campus	1 st Floor Administration Building, NEUST Fort Magsaysay Campus, Brgy Militar (Fort Magsaysay), Palayan City	09285247996
Office of the CAMPUS DIRECTOR, NEUST Atate Campus	NEUST Atate Campus, Brgy Atate, Palayan City	09151141165
Office of the DIRECTOR, Off Campus Program – Northern Nueva Ecija	1 st Floor , QA Building, NEUST Sumacab Campus, Sumacab Sur, , Cabanatuan City	09333788830
Office of the DIRECTOR, Off Campus Program – Southern Nueva Ecija	1 st Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09778146801
Office of the DEAN, Graduate School	2 nd Floor LTC Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09162827371



Office the DEAN, College of Engineering	2 nd Floor College of Engineering NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09273422147
Office the DEAN, College of Architecture	2 nd Floor College of Architecture Building, NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09054751771
Office the DEAN, College of Education	2 nd Floor College of Education Building, NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09989918028
Office of the DEAN, College of Nursing	3 rd Floor LTC Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09328530867
Office of the DEAN, College of Agriculture	College of Agriculture Building, NEUST Gabaldon Campus, Gabaldon, Nueva Ecija	09152237718
Office of the DEAN, College of Criminology	1 st Floor College of Criminology Building, NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09778501193



Office of the DEAN, College of Industrial Technology	1 st Floor College of Industrial Technology Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09976922185
Office of the DEAN, College of Information and Communication Technology	2 nd Floor College of Information and Communication Technology Building NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09235949197
Office of the DEAN, College of Management and Business Technology	2 nd Floor College of Management and Business Technology Building NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09328807261
Office of the DIRECTOR, Institute of Physical Education	2 nd Floor Physical Fitness Building, EUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09329842682
Office of the PRINCIPAL, Laboratory High School	2 nd Floor LB Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09336100675
Office of the DIRECTOR, Curriculum Development and Evaluation	1 st Floor Quality Assurance Building, NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	ocde@neust.edu.ph



Office of the LIBRARIAN, University Library	3 rd Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09175966317
Office of the DIRECTOR, Office of Admission and Registration ➤ Registrar, Office of the Registrar	1 st Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09052255989
Office of the DEAN, Office of Student Affairs and Services	1 st Floor LB Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09663462408
Office of the DIRECTOR, National Service Training Program	1 st Floor NSTP Building, NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09329842682
Office of the DIRECTOR, Center for On-The-Job-Training and Career Development	2 nd Floor ILCO Building, NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09175660883
Office of the DIRECTOR, Center for Literary, Culture and the Arts Development	2 nd Floor Museum Building, NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	MlrQuijano@yahoo.com
Office of the DIRECTOR, Center for Sports Development	1 st Floor, Back of Grand Stand NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09275773444



Office of the DIRECTOR, Extension Services Department	2 nd Floor Administration Building, NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09988633132
Office of the DIRECTOR, Training Services Department	1 st Floor Ortiz Building, NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	joneil_ecoli@yahoo.com
Office of the DIRECTOR, Data Analysis Center	1 st Floor LTC Building NEUST Main Campus, General Tinio Street, Cabanatuan City	09169488931
Office of the DIRECTOR, Planning and Development Office <ul style="list-style-type: none"> ➤ Head, Disaster Risk Reduction Management Unit ➤ Head, Pollution Control and Climate Change Mitigation Unit 	3 rd Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09498878906
Office of the DIRECTOR, International and Domestic Institutional Linkages Office	1 st Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09778146801
Office of the Head, Learning and Development Unit	Faculty Room, College of Engineering Building, NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09171400274



Office of the DIRECTOR, Management Information System Office	2 nd Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09430660770
Office of the HEAD, Publication and Media Affairs Unit	3rd Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09178943690
Office of the CHIEF, Civil Security Unit	Civil Security Unit Office, NEUST Main Campus, General Tinio Street, Cabanatuan City	09638525181
Office of the DIRECTOR, Infrastructure Development Office	2 nd Floor Administration Building, NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09559852251
Office of the HEAD, Internal Audit Services Unit	1 st Floor LB Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09672578880
Office of the LEGAL OFFICER, Legal Services Office	2 nd Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09178261028
Office of the DIRECTOR, Moral Recovery and Spiritual Uplift Program	NEUST Chapel, Left Wing, NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09173692372



Office of the DIRECTOR, Gender and Development Center	1 st Floor LB Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09268382783
Office the DIRECTOR, Alumni Affairs Office	2 nd Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09175975636
Office of the DIRECTOR, Building Maintenance and General Services Unit	2 nd Floor LB Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09175564449
Office of the DIRECTOR, Health Services Unit	1 st Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09171736676
Office of the DIRECTOR, Auxiliary Services Office ➤ Head, Motorpool and Transportation Services Unit ➤ Head, Printing Services Unit	1 st Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09058787016
Office of the Human Resource Management Officer	1 st Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09175930542



Office of the HEAD, Supply and Property Management Unit	1 st Floor LTC Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09658066161
Office of the HEAD, Procurement Services Unit	1 st Floor LB Building NEUST Main Campus, General Tinio Street, Cabanatuan City	09953118565
Office of the HEAD, Records Management Unit	2 nd Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09177943394
Office of the DIRECTOR, Office of Production ➤ Head, Product Development, Fabrication and Commercialization Division ➤ Head, Agricultural and Food Production Division	1 st Floor Science and Technology Building, Sumacab Campus, Cabanatuan City	09662396545
Office of the CHIEF ADMINISTRATIVE OFFICER (<i>Finance</i>)	1 st Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09228142850
Office of the ACCOUNTANT, Accounting Office	1 st Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09176860409



Office of the BUDGET OFFICER, Budget Office	1 st Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09477106195
Office of the CASHIER, Cashier's Office	1 st Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09228372840
Office of the DATA PRIVACY OFFICER, University Data Privacy Office	1 st Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09178261028
Office of the PRESIDENT, University Student Government	1 st Floor LB Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09268378523
Office of the PRESIDENT, Non-Teaching Personnel Association	1 st Floor LB Building NEUST Main Campus, General Tinio Street, Cabanatuan City	09331683620
Office of the PRESIDENT, Faculty and Staff Union	1 st Floor College of Industrial Technology Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09171909703
Office of the PRESIDENT, Pinag-isang Samahan ng mga Alumni ng NEUST (PAGASA-NEUST), Inc.	Beside NSTP Bulding, NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09066839019



Office of the SECRETARY, Board of Regents	2 nd Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09305659066
Office of the EXECUTIVE SECRETARY, Office of the President	2 nd Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09291998616
Office of the SECRETARIAT, Administrative Council	2 nd Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09291998616
Office of the SECRETARIAT, Academic Council and Editing Unit	2 nd Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09336100675
Office of the SECRETARIAT, Bids and Awards Committee	2 nd Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09107675541
Office of the DIRECTOR, Quality Assurance Office	Quality Assurance Building, Sumacab Campus,, Sumacab Sur, Cabanatuan City	09567343457