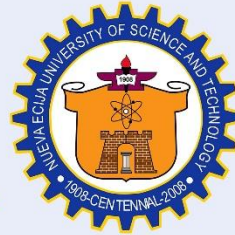




**BAGONG PILIPINAS**



**NUEVA ECIIJA UNIVERSITY OF  
SCIENCE AND TECHNOLOGY**  
ISO 9001:2015 CERTIFIED

**CITIZEN'S  
CHARTER  
2025 FIRST  
EDITION**



# **NUEVA ECIJA UNIVERSITY OF SCIENCE AND TECHNOLOGY**

## **CITIZEN'S CHARTER**

2025 (1st Edition)



## **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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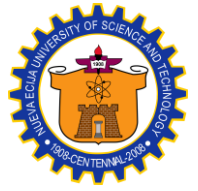




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# **Office of the University President External Services**

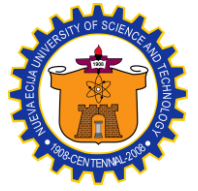


## 1. ISSUANCE OF CERTIFICATE OF APPEARANCE

### Brief Description of the Service

This service covers the preparation and issuance of Certificate of Appearance of individuals visiting the Office of the University President.

<b>Office or Division:</b>	Office of the University President			
<b>Classification:</b>	Simple Transactions			
<b>Type of Transaction:</b>	<b>G2C</b> -Government to Government			
<b>Who may avail:</b>	Visitors/Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request from NEUST employee		Office of the University President		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The client will request for the issuance of Certificate of Appearance to the Office of the University President for action.	1.1 The Executive Secretary shall prepare and sign the Certificate of Appearance.	None	3 Minutes	<i>University President, Office of the University President</i>
	1.2 The signed Certificate of Appearance will be issued to the requesting client.	None	1 Minute	<i>Staff Office of the University President</i>
<b>TOTAL</b>		None	4 minutes	



# **Office of the University President Internal Services**

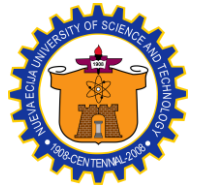


## 1. ISSUANCE OF TRAVEL AUTHORITY

### Brief Description of the Service

This service covers the preparation and issuance of Travel Authority, either for personal or official business, of NEUST personnel.

<b>Office or Division:</b>	Office of the University President			
<b>Classification:</b>	Simple Transactions			
<b>Type of Transaction:</b>	<b>G2C</b> -Government to Government			
<b>Who may avail:</b>	University Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request letter from NEUST employee			Requesting party	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit a letter requesting for the issuance of Travel Authority to the Office of the University President for action	1.1 The University President approves the request letter and instructs the Executive Secretary to prepare the Travel Authority.	None	1 Minute	<i>University President, Office of the University President</i>
	1.2 The Executive Secretary drafts the Travel Authority for review and signature by the University President.	None	3 Minutes	<i>University President, Office of the University President</i>
	1.3 The signed Travel Authority will be issued to the requesting employee.	None	1 Minute	<i>University President, Office of the University President</i>
<b>TOTAL</b>		None	5 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.

<b>Office or Division:</b>	Office of the University Vice President for Academic Affairs			
<b>Classification:</b>	Simple Transactions			
<b>Type of Transaction:</b>	<b>G2C-</b> Government to Government			
<b>Who may Avail:</b>	University Personnel/Campuses/Offices/Colleges Departments/Units			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
University Documents (1 copy)		Concerned University personnel/Campuses/Offices/ College Departments/Units		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESsing TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Forward University documents to the Office of the University VPAA for action.	1.1 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
	1.1.1 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
	1.1.2 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





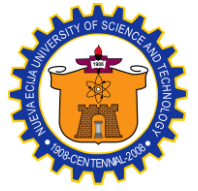
	1.1.3 The Receiving Clerk/Staff shall transmit the document to the Secretary for review.	None	1 Minute	Assigned clerk of the day/ Office of the University VPAA
	1.1.4 The Secretary/TA shall receive the incoming document upon received from the receiving clerk for review and appropriate action. Should there be lacking documents found, the document will be returned to the Receiving Clerk/staff.	None	1 Minute	Secretary, Office of the University VPAA
	1.1.5 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
	1.1.6 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
	1.1.7 The Releasing Clerk/staff shall check the acted document if there	None	1 minute	Assigned clerk of the day, Office of the University VPAA



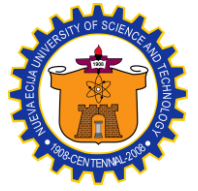
	is a need to hold a duplicate copy. 1.1.8 The Receiving person shall sign the logbook for Outgoing Documents			
	<b>TOTAL</b>	None	9 minutes	
2. Documents /Requests from different colleges/campus/ office/units for VPAA's Approval	2.1. The receiving clerk/ staff shall record all incoming documents/requests	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	None	1 Minute	Secretary, Office of the University VPAA



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

<b>Office or Division:</b>	Office of the Board Secretary			
<b>Classification:</b>	Simple Transactions			
<b>Type of Transaction:</b>	<b>G2G</b> -Government to Government			
<b>Who may avail:</b>	University personnel campuses/offices/ college departments/units			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Document Request Form (2 copies) Acknowledgement Receipt Form (2 copies)			University personnel campuses/offices/ college departments/units	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Formal Written Letter of Request to the Office of the President (CMO No. 07, s. 2022)	1.1 Prior to the acceptance of the requested documents from the client, a formal written letter of request should be made and will be addressed to the Office of the President. Once the request is approved or disapproved, the letter will be forwarded to the Office of the Board Secretary or sometimes the requestor itself will furnish a copy to the said office.	None	1 Minute	<i>Board Secretary/Staff, Office of the Board Secretary</i>

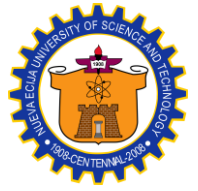


	<p>1.2 The Office Staff shall confirm letter of request if approved or disapproved. If the University President disapproves the request, the Board Secretary shall inform the requester of the decision not to release the documents through a letter via e-mail, messenger or text messages.</p>	None	1 Minute	<p><i>Office Board Secretary/Staff, Office of the Board Secretary</i></p>
<p>2. Submit the Document Request Form to the Office of the Board Secretary</p>	<p>2.1 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 based on the approval of the letter of request from the Office of the University President. if not the documents can be released immediately for the consumption of the requester.</p> <p>2.2 The Office Staff shall prepare the documents for release. If disapproved, the Board Secretary shall immediately inform the requester of the status of the request via e-mail, messenger or text messages.</p>	None	3 Minutes	<p><i>Board Secretary/Staff, Office of the Board Secretary</i></p>
		None	3 Minutes	<p><i>Office staff/Board Secretary, Office of the Board Secretary</i></p>



<p>3. The requester or the concerned University personnel campuses/offices/ college departments/units receives the requested documents.</p>	<p>3.1. The Office Staff shall release the requested documents to the requester.</p>	<p>None</p>	<p>1 Minute</p>	<p><i>Office staff, Office of the Board Secretary</i></p>
<p>4. The requester or the concerned University personnel campuses/offices/ college departments/units shall fill out the Acknowledgement Receipt form in 2 copies.</p>	<p>4.1 The Office Staff shall issue the Document Acknowledgement Receipt form in 2 copies to the requester.</p>	<p>None</p>	<p>1 Minute</p>	<p><i>Office staff, Office of the Board Secretary</i></p>
	<p>TOTAL</p>	<p>None</p>	<p>10 minutes</p>	





# **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.

<b>Office or Division:</b>	Management Information System Office			
<b>Classification:</b>	Simple Transactions			
<b>Type of Transaction:</b>	<b>G2C</b> -Government to Citizen			
<b>Who may avail:</b>	University students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Fully accomplished Google form for Identification Card given by MIS Staff.			University students	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. University students must fill up the Google form (Identification Card) given by MIS staff.	<p>1.1 The assigned MIS staff must check the google form submitted by the students.</p> <p>1.2 After verification the MIS staff Shall start to gather information from the google form submitted by the students.</p> <p>1.3 The MIS personnel will encode the data from the google form submitted by the students.</p> <p>1.4 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



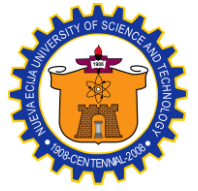
	E-signature after the encoding. 1.5 The MIS personnel will generate and print the ID Card			
2. The student must wait their Adviser announcement if when they can get their Identification Card	2.1 The MIS personnel will bring the Printed Identification Card in Office of the Registrar.	None	2 Minutes	Assigned MIS staff on the Issuance of ID, MIS Office
	<b>TOTAL</b>	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. 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.

<b>Office or Division:</b>	Management Information System Office			
<b>Classification:</b>	Simple Transactions			
<b>Type of Transaction:</b>	<b>G2G</b> -Government to Government			
<b>Who may avail:</b>	Employees, Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Job Order Request Form			University personnel	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Office personnel/students issues a manual/online request for technical support and specify the problem encountered or task to be done.	<p>1.1 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.</p> <p>1.2 Start troubleshooting the problem, recommend for repair, procurement of replacement parts or advise for condemn if unrepairable.</p> <p>1.3 Start installation/configuration if new device is needed to be configured.</p>	None	<p>5 minutes check up, inspection</p> <p>Actual time to repair depends on the issues of the equipment. (1 hour)</p> <p>Actual time</p>	<i>Assigned MIS staff, NEUST personnel</i>



			to repair depends on the issues of the equipment. (1 hour)	
2. Requesting employee must sign the job order form upon completion of the task.	2.1 The MIS personnel will file the job order form for reporting purposes  2.2. MIS DCC will collect all the forms.	None	2 Minutes	<i>Assigned MIS staff, DCC</i>
	<b>TOTAL</b>	None	2 hours and 5 minutes	

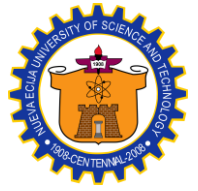


## 2. Technical Support to Events

### 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.

<b>Office or Division:</b>	Management Information System Office			
<b>Classification:</b>	Simple Transactions			
<b>Type of Transaction:</b>	G2G-Government to Government G2C-Government to Citizens			
<b>Who may avail:</b>	Employees, students, citizens renting the University's event venue.			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Approved request letter			From requesting party approved by the president	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Office personnel / student/s issues a request for tech support to events	1.1 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 hour        2 hours depending on the site or event location	<i>Assigned MIS personnel/s, NEUST personnel</i>
	<b>TOTAL</b>	None	3 hours	



# **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

<b>Office or Division</b>	Civil Security Unit			
<b>Classification</b>	Simple Transactions			
<b>Type of Transaction</b>	G2G-Government to Government G2C-Government to Citizen			
<b>Who may avail:</b>	University personnel, students Outside Visitors/Guests			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid ID (1 copy) Claim Form (1 copy)		University personnel, students, visitors and guests		
<b>CLIENTS STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.	1.1 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).	2.1 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	3.1 The Security Personnel shall request the	None	2 Minutes	CSU Admin Clerk



verification	claimer to sign the security Record Book (Claim Form) before the turnover of item/s.			
<b>TOTAL</b>		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.

<b>Office or Division</b>	Civil Security Unit			
<b>Classification</b>	Simple Transactions			
<b>Type of Transaction</b>	G2G-Government to Government G2C-Government to Citizen			
<b>Who may avail:</b>	University personnel, students and concessionaires'			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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) (If employee (1 photocopy of ID) If student (1 photocopy of COR)		University personnel, students and concessionaires'		
<b>CLIENTS STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	1.1 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 approval of the gate pass form	2.1 Final checking and signing of all gate pass form.	None	1 Day	Chief CSU
3.The requestor shall get the approved copy of gate pass form.	3.1 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	1 Minute	CSU Admin Clerk
4.The requestor shall present the receipt of payment to the CSU office.	4.1 CSU Admin Clerk shall issue Gate Pass/RFID Sticker to the requestor	None	1 Minute	CSU Admin Clerk
<b>TOTAL</b>			1 day and 4 Minutes	



### 3. REVIEW OF CCTV

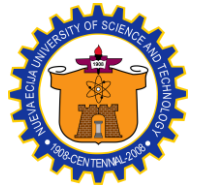
#### Brief Description of the Service

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.

<b>Office or Division</b>	Civil Security Unit			
<b>Classification</b>	Simple Transactions			
<b>Type of Transaction</b>	G2G-Government to Government G2C-Government to Citizen			
<b>Who may avail:</b>	University personnel, students Outside Visitors/Guests			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Form (1 copy) (CCTV Review Form (1 copy)		University personnel, students Outside Visitors/Guests		
<b>CLIENTS STEP</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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.	1.1 The Security Personnel shall verify the requirements for reviewing the CCTV footage and forward the request to the Chief Security.	None	1 Minute	CSU Admin Clerk
	1.2 The Chief Security shall review the Request before the approval of the CCTV review.		2 Minutes	Chief, Civil Security Unit
	1.3. The Security Personnel shall carefully review the CCTV base on the requested scope of time and date where the incident	None	4 Minutes	CSU Admin Clerk



	happens. Incident report shall properly record to the security record book.			
<b>TOTAL</b>		None	7 Minutes	



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

### **Office of the Admission and Registration External Services**



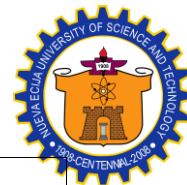
## 1. ADMISSION SERVICES FOR PROSPECTIVE ENROLLEES IN COLLEGE LEVEL

### 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 campuses.

<b>Office or Division:</b>	Office of Admission and Registration			
<b>Classification:</b>	Complex Transactions			
<b>Type of Transaction:</b>	<b>G2C</b> -Government to Citizens (Students)			
<b>Who may avail:</b>	Graduates of Senior High School			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
2x2 picture		Student applicant		
E-signature		Student applicant		
Grade 11 Report Card (SF9) or Student Permanent Record (SF 10)		Student applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Applicant to fill up online <i>Application Form</i> at NEUST Online admission portal.	Approval /disapproval  1.1 If approved, applicant will receive an email from the OAR. Afterwards, a test permit will also be sent to them where the date, time and venue of	None	2 Minutes	OAR





	examination is indicated.			
2. On the date and time of examination applicants/examinees will proceed to the assigned room for F2F taking of the admission Test.	2.1 Administration of the admission test.	None	1 hour , 45 mins.	Student
3. Wait for the result of the <i>Admission Test</i> .	3.1 List of qualified applicants will be posted in the OAR page.	None	4 Days	OAR
	<b>TOTAL</b>	None	4 Days, 1 hour and 47 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 campuses.

<b>Office or Division:</b>	Office of Admission and Registration			
<b>Classification:</b>	Complex Transactions			
<b>Type of Transaction:</b>	<b>G2C</b> -Government to Citizens (Students)			
<b>Who may avail:</b>	Graduates of Elementary Education			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certified True Copy of Form 137-A/SF10 (Grade 5)		Student applicant		
Certified True Copy of Report Card/SF9 with 1 <sup>st</sup> Quarter Grades (Grade 6)		Student Applicant		
Two pieces of identical 2x2 picture with white background.		Student applicant		
Certificate of Good Moral Character.		Student applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCES SING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit certified true Copy of Grade 5 Form 137 and 1 <sup>st</sup> quarter grade (Grade 6) to the Office of the LHS Principal.	1.1 Evaluate grades of applicant. If qualified, applicants will receive an interview schedule.	None	1 Minute	LHS Faculty



2. Applicant will come for an interview on the date and time given to him/her.	2.1 Interview Applicants	None	4 Minutes	LHS Faculty
3. After the interview applicant will receive an application form and will pay the admission Test fee at the NEUST Cashier's office.	3.1 Receive payment.	Php 180.00	2 Minutes	NEUST Cashier
4. Submit filled up application form and show receipt of payment to the Office of Admission and Registration.	4.1 Check application form, verify payment and issue test permit to the applicant.	None	1 Minute	Student / OAR
5. Take F2F admission Test on the date, time and room specified on the test permit.	5.1 Publish the names of qualified applicants	None	5 Days	OAR
<b>TOTAL</b>		PHP180.00	5 Days, 1 hour and 38 Minutes	

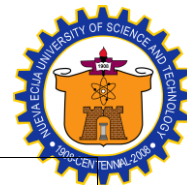


### 3. ENROLLMENT/REGISTRATION OF GRADE SEVEN (JUNIOR HIGH SCHOOL) STUDENTS

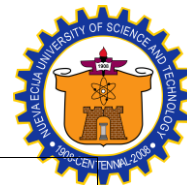
#### Brief Description of the Service

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.

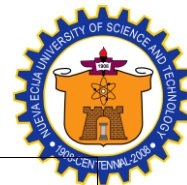
<b>Office or Division:</b>	Office of Admission and Registration			
<b>Classification:</b>	Complex Transactions			
<b>Type of Transaction:</b>	<b>G2C</b> -Government to Citizens (Students)			
<b>Who may avail:</b>	Qualifiers for Grade 7/Junior High School Curricular Program			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Form 137 and 138 ( original copy)		Qualified applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESsing TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Qualified applicants are requested to submit their original Form 137 and 138 in the Office of the Principal. Afterwards, qualified applicants will receive a username, password and enrolment link in their email accounts.	1.1 Check and Verify	None	2 Minutes	OAR



<p>2. Enter enrolment link and answer/supply all needed information and follow instructions to be able to enroll.</p>	<p>2.1 Assist student applicant</p>	<p>None</p>	<p>2 Minutes</p>	<p>Qualified applicant / student</p>
<p>3. Payment of fees at the NEUST Cashier</p>	<p>3.1 Receive payment</p>	<p>Sports Development Fee -PHP150.00  Socio Cultural - PHP 100.00  Guidance Fee- PHP 50.00  ID Fee - PHP 70.00  Publication - PHP 200.00  Security - PHP 50.00  Student Handbook - PHP 40.00  Anti-TB/Red Cross - PHP 15.00  Charity - PHP 10.00  FTPCC - PHP 15.00  Utility Fee - PHP 100.00  Laboratory Deposit - PHP 600.00</p>	<p>4 Minutes</p>	<p><i>Cashier's Office Personnel / Student</i></p>



		USG/Insurance - PHP 250.00  Science and Technology - PHP 50.00  Registration Fee  - PHP 100.00  Athletic Fee - PHP 90.00  Entrance Fee - PHP 120.00  Library Fee - PHP 160.00  Medical. Dental Fee - PHP 80.00  Lab Fee - PHP 160.00  Maintenance Development - PHP 1,000.00  Physical Development- PHP 3,500.00		
4.If verified, student applicant/examinee will receive Certificate of Registration (COR)	4.1 Issuance of COR	None	2 Minutes	OAR



	<b>TOTAL</b>	PHP 6,910.00	10 Minutes	
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#### 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.

<b>Office or Division:</b>	Office of Admission and Registration			
<b>Classification:</b>	Complex Transactions			
<b>Type of Transaction:</b>	<b>G2C</b> -Government to Citizens (Students)			
<b>Who may avail:</b>	Qualified and admitted applicants for college studies			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Original Form 137 and 138		Qualified Applicants		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Qualified applicants are requested to submit their original F137 and 138 to the Office of Admission and Registration. Afterwards, qualified applicants will receive a username, password and enrolment link in their email accounts.	1.1 Check authenticity of submitted document and GWA obtained in Grade 12.	None	2 Minutes	OAR
2. Enter enrolment link and answer/supply all needed information and follow instructions to be able to enroll.	2.1 Assist qualified examinee	None	4 Minutes	Student
3. Print Certificate of Registration (COR).		None	1 Minute	Student





<b>TOTAL</b>	None	7 Minutes	
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## 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.

<b>Office or Division:</b>	Office of Admission and Registration			
<b>Classification:</b>	Complex Transactions			
<b>Type of Transaction:</b>	<b>G2C</b> -Government to Citizens (Students)			
<b>Who may avail:</b>	Old college students (enrolled last semester/year)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Student login username and password		Old college students (enrolled last semester/year)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Login to enroll.neust.edu.ph using the password and username given before. Update information.	1.1 Check and verify	None	8 Minutes	Enrolling teacher of each department / Accounting Office
2. If verified, then print Certificate of Registration (COR)	2.1 Check and verify	None	2 mins	Department / OAR/ Student
	<b>TOTAL</b>	None	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.

<b>Office or Division:</b>	Office of Admission and Registration			
<b>Classification:</b>	Complex Transactions			
<b>Type of Transaction:</b>	<b>G2C</b> -Government to Citizens (Students)			
<b>Who may avail:</b>	New Students in Advance Education (Masteral and Doctoral Programs)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Original copy of TOR ( <i>in Undergraduate Degree for applicant in Masteral Studies;</i>  <i>TOR in Master's Degree for applicant in Doctoral Studies</i>  1 pc Passport Size Photograph  2 letters of Recommendation		Student-Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.New enrollees will log in to the link given by the Graduate school and fill up all information needed. Upload TOR and 2 letters of recommendation.	1.1 Approval /Disapproval	None	3 Minutes	Graduate School Faculty, Graduate School Office
2. If approved, password, username and enrolment link will be sent to the student applicant	2.1 Check and verify	None	2 Minutes	<i>Graduate School Faculty, Graduate School Office</i>



<p>3.Payment of fees either at the NEUST Cashier's office or thru on line (Land Bank of the Philippines)</p>	<p>3.1 Check and verify payment</p>	<p>Sports Development Fee - PHP150.00</p> <p>Socio Cultural - PHP 100.00</p> <p>Guidance Fee- PHP 50.00</p> <p>Publication - PHP 100.00</p> <p>Security - PHP 50.00</p> <p>Research Journal - PHP 250.00</p> <p>Anti-TB/Red Cross - PHP 15.00</p> <p>Charity - PHP 10.00</p> <p>FTPCC - PHP 15.00</p> <p>Utility Fee - PHP 100.00</p> <p>ID Fee - PHP70.00/Sem</p> <p>Laboratory Deposit - PHP 600.00 (first year only)</p> <p>Student Handbook -PHP40.00 (first year only)</p> <p>Registration Fee</p>	<p>3 Mins</p>	<p>Cashier's Office Personnel, Student</p>



		<p>- PHP 100.00 Library Fee</p> <p>- PHP 100.00 Medical. Dental Fee</p> <p>- PHP 80.00 Maintenance Development - PHP 90.00</p> <p>Physical Development- PHP 700.00</p> <p>Equipment Development -PHP250.00</p> <p>Entrance Fee -PHP120.00 (one- time fee)</p> <p>Internet Fee -PHP350.00</p> <p>Tuition Fee – 12 units (PHP400.00/ unit for Masteral) (PHP500.00/ unit for Doctoral)</p>		
<p>4.Payment in the NUEST cashier</p> <p>On line banking process (LBP)</p>	<p>4.1 Check and verification</p>	<p>None</p>	<p>1 Minute</p> <p>5 Minutes</p>	<p><i>Accounting / Cashier / student</i></p>
<p>5. If verified, print Certificate of Registration (COR) .</p>		<p>None</p>	<p>1 Minute</p>	<p><i>Student</i></p>



<b>TOTAL</b>	PHP 8,240.00	10- Mins if payment is made in NEUST Cashier's Office 15-if payment is thru on line	
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## 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.

<b>Office or Division:</b>	Office of Admission and Registration			
<b>Classification:</b>	Complex Transactions			
<b>Type of Transaction:</b>	<b>G2C</b> -Government to Citizens (Students)			
<b>Who may avail:</b>	New Students in Advance Education (Masteral and Doctoral Programs)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Latest 2x2 formal picture, selfie and digital signature		Student-Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Login to enroll.neust.edu.ph using the password and username given before. Update information, choose subject to be enrolled.	1.1 Approval / Disapproval	None	3 Minutes	<i>Graduate School enrolling teacher</i>
2. If approved, payment of fees. Either thru NEUST Cashier or thru on line (LBP	2.1 Receive Payment	Sports Development Fee -PHP150.00 Socio Cultural - PHP 100.00 Guidance Fee-	3 Minutes thru	<i>Cashier's Office Personnel/ Land Bank/student</i>



		PHP 50.00 Publication - PHP 100.00  Security - PHP 50.00  Research Journal - PHP 250.00  Anti-TB/Red Cross - PHP 15.00  Charity - PHP 10.00  FTPCC  - PHP 15.00  Utility Fee  - PHP 100.00  UID Fee - PHP70.00/Sem  Laboratory Deposit  - PHP 600.00 (first year only)  Student Handbook  -PHP40.00 (first year only)  Lab Fee  - PHP 300.00 (Masteral)  PHP500.00 (Doctoral)  Registration Fee	NEUST Cashier    5 Minutes thru online (LBP)	
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		<p>- PHP 100.00 Library Fee</p> <p>- PHP 100.00 Medical. Dental Fee</p> <p>- PHP 80.00 Maintenance Development - PHP 90.00</p> <p>Physical Development- PHP 700.00</p> <p>Equipment Development -PHP250.00</p> <p>Entrance Fee -PHP120.00 (one- time fee)</p> <p>Internet Fee -PHP350.00</p> <p>Tuition Fee – PHP4,800 for 12 units (PHP400.00/ unit for Masteral)  (PHP500.00/ unit for Doctoral)</p>		
5.If payment is done in the Cashiers' Office, student can immediately receive notification to print the certificate of registration	5.1 Verification	None	1 Minute  3 Minutes	<i>Accounting / Cashier / Student</i>



If payment is done thru on line, student should upload proof of payment and wait for verification. If verified, student can print Certificate of Registration (COR).				
<b>TOTAL</b>			8 Minutes – If payment is done thru NEUST Cashier  10 Minutes – if payment is thru online	



## 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.

<b>Office or Division:</b>	Office of Admission and Registration			
<b>Classification:</b>	Complex Transactions			
<b>Type of Transaction:</b>	<b>G2C</b> -Government to Citizens (Students)			
<b>Who may avail:</b>	Current Junior High School Students ( <i>Completers of Grade 10</i> )			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Original Form 138		Student		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Login to enroll.neust.edu.ph using the password and username given before. Update information.	1.1 Approval / disapproval	None	3 Minutes	<i>Enrolling Teacher of the Laboratory High School</i>
2. Payment of fees in the NEUST Cashier's Office.	2.1 Receive payment	Sports Development Fee -PHP150.00 Socio Cultural - PHP 100.00 Guidance Fee- PHP 50.00 ID Fee -	2 Minutes	Cashier's Office Personnel,/Bank Personnel



		PHP 70.00 Publication - PHP 200.00 Security - PHP 50.00 Student Handbook - PHP 40.00 Anti-TB/Red Cross - PHP 15.00 Charity - PHP 10.00 FTPCC - PHP 15.00 Utility Fee - PHP 100.00 Laboratory Deposit - PHP 600.00 USG/Insurance - PHP 250.00 Science and Technology - PHP 50.00 Registration Fee - PHP 100.00 Athletic Fee - PHP 90.00 Entrance Fee - PHP 120.00 Library Fee	5 minutes	
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		- PHP 160.00 Medical. Dental Fee - PHP 80.00 Lab Fee - PHP 160.00 Maintenance Development - PHP 1,000.00 Physical Development- PHP 3,500.00		
3. If payment is done, student will receive a notification that he/she can already print her/his certificate of Registration	3.1 Issuance of COR	None	2 Minutes	<i>OAR / Student</i>
	TOTAL	PHP 8,610.00	7 Minutes	



## 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.

<b>Office or Division:</b>	Office of Admission and Registration			
<b>Classification:</b>	Complex Transactions			
<b>Type of Transaction:</b>	<b>G2C</b> -Government to Citizens (Students)			
<b>Who may avail:</b>	Current Junior High School Students ( <i>Completers of Grade 10</i> )			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Student login username and password		Current Junior High School Students ( <i>Completers of Grade 10</i> )		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Login to enroll.neust.edu.ph using the password and username given before. Update information.	1.1 Approval / Disapproval	None	4 Minutes	Enrolling Teacher of the Laboratory High School
2. Payment of Fees at NEUST Cashier's office.	2.1 Accept payment	Sports Development Fee - PHP75.00 Socio Cultural - PHP 50.00 Guidance Fee- PHP 50.00	1 Minute	Cashier's Office



		Publication- PHP 100.00		
		Security - PHP 50.00		
		Anti-TB/Red Cross- PHP 25.00		
		Charity - PHP 25.00		
		Utility Fee- PHP 100.00		
		USG/Insurance - PHP 150.00		
		Science and Technology - PHP 62.50		
		Internet fee- 175.00		
		PMT-60.00		
		Registration Fee PHP 75.00		
		Athletic Fee - PHP60.00		
		Library Fee - PHP 100.00		
		Medical. Dental Fee - PHP 50.00		
		Lab Fee - PHP 130.00		
		Maintenance Development		



		- PHP400.00 Physical Development- PHP 1,600.00		
3. If payment is done, student will receive a notification that he/she can already print her/his certificate of Registration		None	2 Minutes	<i>Student</i>
<b>TOTAL</b>		Php 2,093.75	7 Minutes	





## 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.

<b>Office or Division:</b>	Office of Admission and Registration			
<b>Classification:</b>	Complex Transactions			
<b>Type of Transaction:</b>	<b>G2C</b> -Government to Citizens (Students)			
<b>Who may avail:</b>	New/transferring students from other schools			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Original Transcript of Records (1 copy) Certificate of Good Moral Character (1 copy) Certificate of Honorable Dismissal (1 copy) Evaluation Form (1 copy)		Student-Applicant		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Upon receipt of certification of available slot from the Dean, qualified transferees' TOR will be evaluated by the OAR.	1.1 Evaluate – approval / disapproval.	None	10 Minutes	OAR / Dean / Director
2. Once approved, qualified applicant will receive username, password and link	2.1 Assist student/s.	None	2 minutes	Student



to be able to enroll.				
3. Login to enroll.neust.edu.ph using the password and username given before. Fill up needed information and answer questions honestly.	3.1 Assist student/s.	None	4 minutes	OAR / Student
4. If verified, print Certificate of Registration (COR).	4.1 Assist student/s	None	1 Minute	student
<b>TOTAL</b>			17 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.

<b>Office or Division:</b>	Office of Admission and Registration			
<b>Classification:</b>	Simple Transactions			
<b>Type of Transaction:</b>	<b>G2C</b> -Government to Citizens (Students)			
<b>Who may avail:</b>	Students, Graduates/Alumni			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up request form.	1.1 Check request form and instruct client to proceed to the Cashiers' office.	None	3 Minutes	OAR / Student



2. Payment to the Cashier's Office of the requested document.	2.1 Receive payment		2 Minutes	Cashier's Office
3. Present receipt to the OAR. If one requests for TOR, wait for claim stud.	3.1 Release requested certificate. 3.2 Issue claim stub	None	3minutes  3 days	OAR
<b>TOTAL</b>			8 Mins for face to face or online transactions  3 days and 5 mins 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.

<b>Office or Division:</b>	Office of the University Library			
<b>Classification:</b>	Simple Transactions			
<b>Type of Transaction:</b>	<b>G2C</b> -Government to Citizen			
<b>Who may avail:</b>	NEUST students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certificate of registration (1 copy) 1x1 ID Picture (1 copy)		The client will provide		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present COR, copy of appointment paper (for members of the faculty, and administrative staff), 1x1 ID picture	1.1 Check and verify accuracy of information indicated in the documents presented	None	2 Minutes	<i>Librarian/Library Staff, Office of the University Library</i>
2. Fill-out Library User Registration Form	2.1 Verify identity of the client by comparing the information provided in the COR and appointment papers (for the members of the faculty and administrative staff)	None	3 Minutes	
3. Wait for the issuance of Library Card	3.1 Process Library Card		1 minute	
4. Receive validated/countersigned Library Card	4.1 Issue countersigned/validated Library Card		1 minute	
<b>TOTAL</b>		None	<b>7 minutes</b>	



## 2. SIGNING OF LIBRARY CLEARANCE

### Brief Description of the Service

This service covers the process from the library that a user's library account has been closed in regular manner and contains no outstanding loans or fines.

<b>Office or Division:</b>	Office of the University Library			
<b>Classification:</b>	Simple Transactions			
<b>Type of Transaction:</b>	G2C-Government to Citizen			
<b>Who may avail:</b>	NEUST students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Clearance form		The client will provide		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Clearance Form duly signed by campus/college library	1.1 Verify information indicated in the Clearance Form	None	2 Minutes	<i>Librarian/Library Staff, Office of the University Library</i>
	1.2 Check and verify from the list with library accountability	None	2 Minutes	
2. Log-in in the logbook	2.1 Check for accuracy of information indicated	None	1 minute	
	2.2 If student, sign on behalf of the University Librarian (box for the Librarian)	None	1 minute	
3. Receive duly signed Clearance Form	3.1 Release duly signed Library Clearance 3.2 Faculty and staff refer to the University Librarian for signature		1 minute	
<b>TOTAL</b>		None	<b>7 minutes</b>	



## 1. BORROWING/CHARGING OUT OF LIBRARY MATERIALS

### Brief Description of the Service

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

<b>Office or Division:</b>	Office of the University Library			
<b>Classification:</b>	Simple Transactions			
<b>Type of Transaction:</b>	G2G-Government to Government G2C-Government to Citizen			
<b>Who may Avail:</b>	NEUST faculty/students			
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Library articles, books, and other Materials		NEUST faculty/students		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Search the author/topic needed in the Online Public Access Catalog (OPAC).		None	2 minutes	Librarian/ Library Staff, Office of the University Library
2. Present library card and school ID to the staff in-charge at the desk. Get the book in the open shelves. Fill up the book card	2.1 The Librarian/library staff shall scan the barcode after the release of the receive material/s for return/ check-in	None	2 minutes	Librarian/ Library Staff, Office of the University Library





3. Present books to be borrowed and library card	3.1 Receive materials to be borrowed/returned return/ check-in	None	1 minute	Librarian/ Library Staff, Office of the University Library
	3.2 Check and verify ID (should be valid and countersigned)	None	1 minute	
	3.3 Stamp with due date and sign book cardthe receive material/s for return/ check-in to the library section	None	1 minute	Librarian/ Library Staff, Office of the University Library
2. Wait for the books to be processed for check-out	4.1 Print receipt of books borrowed	None	1 minute	Librarian/ Library Staff, Office of the University Library
3. Receive books.	5.1 Issue book/s borrowed plus the receipt	None	1 minute	Librarian/ Library Staff, Office of the University Library
	<b>TOTAL</b>	<b>None</b>	<b>9 minutes</b>	



#### 4. RETURNING/CHECKING-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

<b>Office or Division:</b>		Office of the University Library		
<b>Classification:</b>		Simple Transactions		
<b>Type of Transaction:</b>		G2G-Government to Government G2C-Government to Citizen		
<b>Who may Avail:</b>		NEUST faculty/students		
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Date Due Slip, Library card, Book card, Official Receipt		NEUST faculty/students		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present book/s for return/check-in	1.1 Receive material/s for return/check-in	None	2 minutes	Librarian/ Library Staff, Office of the University Library
2. Wait for the printout of transaction receipt of books returned	2.1 Scan barcode of the book to be returned/checked-in	None	2 minute	Librarian/ Library Staff, Office of the University Library
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.	3.1 The Librarian/library staff shall provide Overdue Fine Slip.	Library Fines	2 minutes	Librarian/ Library Staff, Office of the University Library, Cashier



4. The cashier shall provide Official Receipt for the payment of the overdue book/s.	4.1 The Librarian/library staff shall verify the Official Receipt for overdue books if already paid.	None	4 minutes	Librarian/ Library Staff, Office of the University Library
5.The borrower shall submit the Official Receipt with the Overdue Fine Slip.	5.1 Official Receipt together with the overdue fine slip must be presented after payment.	None	1 minute	Librarian/ Library Staff, Office of the University Library
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.	6.1The 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	Librarian/ Library Staff, Office of the University Library
7.The librarian/library staff shall release the borrower's library card.	7.1 The librarian/library staff shall release the borrower's library card and duly signed library clearance	None	1 minute	Librarian/ Library Staff, Office of the University Library
	<b>TOTAL</b>	<b>None</b>	<b>16 minutes</b>	



## 5. RENEWING BOOKS BORROWED/CHECKED - OUT

### Brief Description of the Service

This service covers the process to arrange to borrow a library book for a further period of time.

<b>Office or Division:</b>	Office of the University Library			
<b>Classification:</b>	Simple Transactions			
<b>Type of Transaction:</b>	G2G-Government to Government G2C-Government to Citizen			
<b>Who may Avail:</b>	NEUST faculty/students			
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Library logbook, log sheet (1 copy)		NEUST faculty/students		
Library Card				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present books for renewal	1.1 Receive books for processing of renewal (Go to Check-in tab of the Follett Circulation module to check-in first the book/s for renewal)	None	1 minute	Librarian/ Library Staff, Office of the University
	1.2 Retrieve and pull-out book card of book/s for renewal		1 minute	
	1.3 Hand in book card to client			



2. Fill out book card with name, college and student/employee number and present library staff at the Circulation desk	2.1 Stamp with due date and sign book card 2.2 Scan barcode of the book to be checked-out under the borrower's account	None	2 minutes	Librarian/ Library Staff, Office of the University Library
3. Wait for the books to be processed for renewal	3.1 Print receipt of book/s renewed	None	1 minute	Librarian/ Library Staff, Office of the University
4. Receive book/s renewed with receipt	4.1 Issue book/s borrowed plus the receipt	None	1 minute	Librarian/ Library Staff, Office of the University
	<b>TOTAL</b>	<b>None</b>	<b>6 minutes</b>	



#### 4. REQUESTING/PAGING PERIODICALS/JOURNALS

##### Brief Description of the Service

This service covers the process to see the journals, periodicals they needed from different colleges to ensure quality service to the clients that is for room use only.

<b>Office or Division:</b>	Office of the University Library			
<b>Classification:</b>	Simple Transactions			
<b>Type of Transaction:</b>	G2G-Government to Government G2C-Government to Citizen			
<b>Who may Avail:</b>	NEUST faculty/students			
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid ID for the current semester Library card		NEUST faculty/students		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Log-in to the logbook and request the material to Library staff on duty at the request desk	1.1 Instruct client to log in to logbook and get the request	None	1 minute	Librarian/ Library Staff, Office of the University
2. Hand in request (Book call slip) to library staff on duty at the Request Desk	2.1 Receive book call slip from client	None	1 minute	Librarian/ Library Staff, Office of the University Library
3. Wait for the requested title to be paged/searched from the shelves	3.1 Get book/s from the shelves	None	3 minutes	Librarian/ Library Staff, Office of the University Library



4. Present ID (valid and countersigned ) to the library staff	4.1 Require client to present ID and attach it the book card	None	1 Minute	Librarian/ Library Staff, Office of the University Library
5. Present ID (valid and countersigned ) to the library staff	5.1 Require client to present ID and attach it the book card	None	1 minutes	Librarian/ Library Staff, Office of the University Library
	<b>TOTAL</b>	<b>None</b>	<b>7 minutes</b>	



## 5. REQUEST FOR LIBRARY ORIENTATION AND LIBRARY INSTRUCTION SESSION (IN-PERSON)

### Brief Description of the Service

This service covers the procedures and design as a short introduction to the library with basic information literacy skills and applies to all University campuses

<b>Office or Division:</b>	Office of the University Library			
<b>Classification:</b>	Simple Transactions			
<b>Type of Transaction:</b>	G2G-Government to Government G2C-Government to Citizen			
<b>Who may Avail:</b>	NEUST faculty/students			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Valid ID for the current semester Copy of Faculty/Employee's Appointment			NEUST faculty/students	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the General Reference Section and fill-out Library Orientation Session Logbook	1.1 Hand-in Library Orientation Session Logbook to client	None	1 minute	Librarian/ Library Staff, Office of the University Library
2. Fill-out Library Orientation Session Logbook by giving details of the request (date, time, course, no. of attendees, etc.)	2.1 Take note of the details of the request	None	3 minutes	Librarian/ Library Staff, Office of the University Library
3. Hand-in completed Library Orientation Schedule	3.1 Verify availability of time schedule	None	2 minutes	Librarian/ Library Staff, Office of the University Library





Logbook to the Reference Librarian	and venue			
4. Wait for the confirmation of the availability of requested time schedule and venue	4.1 Verify availability of time schedule and venue	None	1 minutes	Librarian/ Library Staff, Office of the University Library
5. Receive confirmation of schedule of Library Orientation	5.1 Confirm with the Faculty schedule and venue of the Library Orientation		1 minutes	Librarian/ Library Staff, Office of the University Library
	<b>TOTAL</b>	<b>None</b>	<b>8 minutes</b>	



## 6. REFERENCE/INFORMATION AND BIBLIOGRAPHIC SERVICES

### Brief Description of the Service

This service covers in which the Reference/Information and Bibliography are not for loan but may be read on site

<b>Office or Division:</b>	Office of the University Library			
<b>Classification:</b>	Simple Transactions			
<b>Type of Transaction:</b>	G2G-Government to Government G2C-Government to Citizen			
<b>Who may Avail:</b>	NEUST faculty/students			
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Valid ID for the current semester Library card		NEUST faculty/students		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. State query or reference question/s	1.1 Receive query from client	None	1 minute	Librarian/ Library Staff, Office of the University Library
2. Verify and negotiate query with reference librarian	2.1 Conduct reference interview (to clarify and negotiate query)	None	5 minutes	Librarian/ Library Staff, Office of the University Library
3. Wait for the reference query to be processed and information	3.1 Analyze query and determine possible	None	5 minutes	Librarian/ Library Staff, Office of the University



source determined	information source			Library
	3.2 Identify information source to find answer to the query	None	5 minutes	Librarian/ Library Staff, Office of the University Library
4. Receive answer/s to query/queries	4.1 If answer/s to query is found, provide answer to client's query/queries	None	5 minutes	Librarian/ Library Staff, Office of the University Library
	4.2 If answer/s to query is not found from available library resource, refer to other libraries	None	5 minutes	Librarian/ Library Staff, Office of the University Library
	<b>TOTAL</b>	<b>None</b>	<b>26 minutes</b>	



## 7. USE OF PCs TO ACCESS E-LIBRARY

### Brief Description of the Service

This service covers process on how to use the PCs to access e-library that makes book and other reading materials available to users to enhance the quality of education and research.

<b>Office or Division:</b>	Office of the University Library			
<b>Classification:</b>	Simple Transactions			
<b>Type of Transaction:</b>	G2G-Government to Government G2C-Government to Citizen			
<b>Who may Avail:</b>	NEUST faculty/students			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Valid ID for the current semester Library card			NEUST faculty/students	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Electronic Resources Room and log-in at Facilities Use Transactions Log	1.1 Instruct client to log in	None	1 minutes	Librarian/ Library Staff, Office of the University Library
2. Present validated ID or Library Card	2.1 Receive ID and Library card 2.2 Note the Time-In on the	None	1 minute	Librarian/ Library Staff, Office of the University Library



	Computer Usage Card 2.3 Clip together ID, Client Card and Computer Usage Card	None	1 minute	Librarian/ Library Staff, Office of the University Library
3. Wait for the Claim Card to be issued by Library Staff	3.1 Issue Claim Card to client	None	1 minute	Librarian/ Library Staff, Office of the University Library
4. Proceed to use available PCs				Librarian/ Library Staff, Office of the University Library
	<b>TOTAL</b>	<b>None</b>	<b>4 minutes</b>	



## 8. USE OF NEUST LIBRARY SPACES

### Brief Description of the Service

This service covers process for the customer to get their reservation to make it easier for them to get access for various purposes.

<b>Office or Division:</b>	Office of the University Library			
<b>Classification:</b>	Simple Transactions			
<b>Type of Transaction:</b>	G2G-Government to Government G2C-Government to Citizen			
<b>Who may Avail:</b>	NEUST faculty/students			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Request Letter Valid ID			NEUST faculty/students	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present letter of request. Accomplish logbook for reservation for the use of the NEUST Library space addressed to the University President, Recommending approval by the University Librarian and noted by Campus Librarian.	1.1 Receive reservation	None	1 minute	Librarian/ Library Staff, Office of the University Library
	1.2 Verify availability of space requested and forward to the Office of the University Librarian	None	2 minutes	Librarian/ Library Staff, Office of the University Library



2. Wait for the request to be processed	2.1 Approval of request (from the office of the University Librarian)	None	3 minutes	Librarian/ Library Staff, Office of the University Library
	<b>TOTAL</b>	<b>None</b>	<b>6 minutes</b>	



## 11. REGISTRATION OF NON-NEUST USERS TO ACCESS AND USE OF LIBRARY RESOURCES

### Brief Description of the Service

This service covers the process of allowing non-users to provide resources and services for literacy and education to anyone in need or wanting access with proper requirements.

<b>Office or Division:</b>	Office of the University Library			
<b>Classification:</b>	Simple Transactions			
<b>Type of Transaction:</b>	<b>G2C</b> -Government to Citizen			
<b>Who may avail:</b>	NEUST students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Graduate students from other universities/schools, private and government researchers who need to have access Valid ID with picture Referral letter		The client will provide		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present valid ID with picture and referral letter at the Registration Desk	1.1 Check/Verify validity of ID presented	None	1 Minute	Librarian/Library Staff, Office of the University Library
2. Log-in in the logbook	2.1 Check for completeness of information	None	2 Minutes	Librarian/ Library Staff, Office of the University Library
3. Receive valid Library Card/ Permit	3.1 Issue valid Library Card/Permit	None	1 Minute	Librarian/ Library Staff, Office of the University Library
<b>TOTAL</b>		None	<b>4 minutes</b>	





## **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.

<b>Office of Division:</b>	Guidance and Counseling Office			
<b>Classification:</b>	Simple Transactions			
<b>Type of Transaction:</b>	<b>G2C</b> – Government to Citizen			
<b>Who may avail:</b>	NEUST Students and Graduates			
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
<ol style="list-style-type: none"> <li>Official Receipt amounting to Php 10.00 per copy.</li> <li>Authorization Letter signed by the student or graduate and a valid ID of the requesting party and that of the representative.</li> </ol>		Student, Graduates and Graduate Representative		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESsing TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill out the Good Moral Certificate Logbook online or in print..	1.1 Issue a Good Moral Certificate signed by the Guidance Counselor	Not applicable	1 minute	Guidance personnel
2.Fill out the Client Feedback Form via QR or the university website.	2.1 Improve services based on evaluation	Not applicable	1 minute	Guidance personnel,
3. As deemed necessary, proceed to OAR to seal the certificate with the university logo.	3.1 OAR seals the certificate.	Not applicable	1 minute.	OAR Personnel
<b>TOTAL</b>		<b>10.00 per copy</b>	<b>3 minutes</b>	



## 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.

<b>Office of Division:</b>	Guidance and Counseling Office			
<b>Classification:</b>	Simple Transactions			
<b>Type of Transaction:</b>	<b>G2C</b> – Government to Citizen			
<b>Who may avail:</b>	NEUST Students and Graduates			
<b>CHECKLIST OF REQUIREMENT</b>		<b>WHERE TO SECURE</b>		
None		None		
<b>CLIENTS STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1 Student walks into the office or messages the office verified social media page, GCO TeleMental Health Support for NEUSTians (Facebook Page)	1.1 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	60 minutes	Registered Guidance Counselor and Guidance Staff
2. Evaluate the service	2.1 Utilize evaluation data	Not applicable	1 minute	Guidance personnel
3. Schedule another session (if needed)	3.1 Follow up with the counselee	Not applicable	60 minutes	Registered Guidance Counselor
<b>TOTAL</b>			121 minutes	



**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.

<b>Office or Division:</b>	Office of the Student Affairs/ Scholarship and Financial Assistance			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	<b>G2C</b> -Government to Citizen			
<b>Who may avail:</b>	NEUST students			
<b>CHECKLIST OF REQUIREMENT</b>			<b>WHERE TO SECURE</b>	
Photocopy of Certificate of Registration			The client will provide	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The University student shall proceed to the Office of Student Affairs and provide a photocopy of the Certificate of Registration	1.1 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
	1.2 The SFAO personnel shall issue the Certification of Free Higher Education		1 minute	SFAO personnel, Office of Student Affairs
<b>TOTAL</b>		<b>NONE</b>	<b>2 minutes</b>	



## 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.

<b>Office or Division:</b>	Office of the Student Affairs/ Scholarship and Financial Assistance			
<b>Classification:</b>	Simple Transaction			
<b>Type of Transaction:</b>	<b>G2C</b> -Government to Citizen			
<b>Who may avail:</b>	NEUST students			
<b>CHECKLIST OF REQUIREMENT</b>			<b>WHERE TO SECURE</b>	
Photocopy of Certificate of Registration			The client will provide	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The University student shall proceed to the Office of Student Affairs and provide a photocopy of the Certificate of Registration.	1.1 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
	1.2 The SFAO personnel shall verify and issue the Certification of No National Scholarship or		3 minutes	SFAO personnel, Office of Student Affairs and Services



	Financial Assistance Received			
<b>TOTAL</b>		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.

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






	Household ID or <i>Listahanan</i> ID.  2.1 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	2.1 The SFAO personnel shall collect the accomplished financial assistance application form  2.2 Verify the adequacy of the information provided	None	1 minutes	SFAO personnel, Office of Student Affairs and Services
		None	5 minutes	SFAO personnel, Office of Student Affairs and Services
<b>TOTAL</b>		None	12 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.

<b>Office or Division:</b>	Office of the Student Affairs/ Scholarship and Financial Assistance			
<b>Classification:</b>	Simple Transactions			
<b>Type of Transaction:</b>	<b>G2C</b> -Government to Citizen			
<b>Who may avail:</b>	NEUST students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Certificate of Registration		The client will provide		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<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><a href="https://docs.google.com/forms/d/e/1FAIpQLSeArbUqDeJCMf7BdycGAbXtehNfn5hW2uBJ4iYGG4kM15aD7Q/viewform?fbclid">https://docs.google.com/forms/d/e/1FAIpQLSeArbUqDeJCMf7BdycGAbXtehNfn5hW2uBJ4iYGG4kM15aD7Q/viewform?fbclid</a></p>	<p>1.1 The SFAO personnel shall gather the information provided by the student from the FHE E-Logbook.</p> <p>1.2 The SFAO personnel shall issue</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>



<p><u>=lwAR3yX4TGWNHROdf</u> <u>LAZtgD4j9rX6RuumESE</u> <u>mlxhTIGU9c6r9wl8Zp-</u> <u>h4Ka1s</u></p> <p>2. The University student can print the signed PDF or proceed to the Office.</p>	<p>the Certificate of Inclusion in Free Higher Education.</p>			
<p><b>TOTAL</b></p>		<p>NONE</p>	<p>2 minutes</p>	





<p><a href="https://www.facebook.com/AnnaUniversityofScienceandTechnology/?fbclid=IwAR3yX4TGWNHROdfLAZtgD4j9rX6RuumESEmlxhTIGU9c6r9wl8Zp-h4Ka1s">Mf7BdycGAbXtehNfn5hW2uBJ4iYGG4kM15aD7Q/viewform?fbclid=IwAR3yX4TGWNHROdfLAZtgD4j9rX6RuumESEmlxhTIGU9c6r9wl8Zp-h4Ka1s</a></p> <p>2. The University student can print the signed PDF or proceed to the Office.</p>	<p>personnel shall verify and issue the Certification of No National Scholarship or Financial Assistance Received</p>			<p>personnel, Office of Student Affairs and Services</p>
<p><b>TOTAL</b></p>		<p>NONE</p>	<p>4 minutes</p>	





	information to the UniFAST Portal.			Affairs and Services
<b>TOTAL</b>		None	11 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.

<b>Office or Division:</b>	Office of Student Organizations, Activities and Development			
<b>Classification:</b>	Simple Transactions			
<b>Type of Transaction:</b>	<b>G2C</b> -Government to Citizen			
<b>Who may avail:</b>	NEUST students/college or campus student and advisers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Letter of Intent for Recognition (NEUST-OSAS-F026) (3 copies)</li> <li>Letter of acceptance of adviser (NEUST-OSAS-F027) (3 copies)</li> <li>List of officers and members (NEUST-OSAS-F028) (3 copies)</li> <li>Proposed activities (NEUST-OSAS-F029) (3 copies)</li> </ul> Constitution and By Laws (3 copies)		NEUST students/college or campus student and advisers		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The applicant student/s organization shall submit their Constitution and By Laws to the Committee on Student Organizations, and Activities (CSOA)	1.1 The Committee on Student Organization and Activities (CSOA) will review and approve the applicant NPSO's constitution and by-laws.	None	10 minutes	Committee on Student Organizations, and Activities (CSOA)



<p>2. The applicant student/s organization shall submit all the accomplished application forms together with their Constitution and By Laws to the Head of the Office of Student Organization, Activities and Development (OSOAD).</p>	<p>2.1 The Head of OSOAD will evaluate the documents from the applicant NPSO and the Dean of OSAS.</p> <p>2.2 After the document evaluation, the University will issue a certificate of recognition with a registration number to the NPSO at a recognition ceremony</p>	<p>None</p>	<p>5 minutes</p>	<p>Head, Office of Student Organizations, Activities and Development (OSOAD).</p> <p>Dean, Office of the Students Affairs</p>
<p><b>TOTAL</b></p>		<p>None</p>	<p>15 Minutes</p>	



## 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.

<b>Office or Division:</b>	Office of Student Organizations, Activities and Development			
<b>Classification:</b>	Simple Transactions			
<b>Type of Transaction:</b>	<b>G2C</b> -Government to Citizen			
<b>Who may avail:</b>	NEUST students/college or campus student and advisers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>• Letter of Intent for Recognition (NEUST-OSAS-F026) (3 copies)</li> <li>• Letter of acceptance of adviser (NEUST-OSAS-F027) (3 copies)</li> <li>• List of officers and members (NEUST-OSAS-F028) (3 copies)</li> <li>• Proposed activities (NEUST-OSAS-F029) (3 copies)</li> </ul> Constitution and By Laws (3 copies)		NEUST students/college or campus student and advisers		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The applicant student/s organization shall submit their Constitution and By Laws to the Committee on Student Organizations, and Activities (CSOA)	1.1 The Committee on Student Organization and Activities (CSOA) will review and approve the applicant NPSO's constitution and by-laws.	None	10 minutes	Committee on Student Organizations, and Activities (CSOA)



<p>2. The applicant student/s organization shall submit all the accomplished application forms together with their Constitution and By Laws to the Head of the Office of Student Organization, Activities and Development (OSOAD).</p>	<p>2.1 The Head of OSOAD will evaluate the documents from the applicant NPSO and the Dean of OSAS.</p> <p>2.2 After the document evaluation, the University will issue a certificate of recognition with a registration number to the NPSO at a recognition ceremony.</p>	<p>None</p>	<p>5 minutes</p>	<p>Head, Office of Student Organizations, Activities and Development (OSOAD).</p> <p>Dean, Office of the Students Affairs</p>
<p><b>TOTAL</b></p>		<p>None</p>	<p>15 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.

<b>Office or Division:</b>	Health Services Unit (HSU)			
<b>Classification:</b>	Highly Technical Transaction			
<b>Type of Transaction:</b>	<b>G2C</b> - Government to Citizens <b>G2G</b> - Government to Government			
<b>Who may avail:</b>	<i>Bona fide</i> Students and Personnel of NEUST			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Student Health Profile (1 copy)		NEUST Students		
COVID Survey Form (1 copy)		NEUST students/college or campus student and advisers		
Annual Physical Examinations (Medical/Dental)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESsing TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Accomplish the Student Health Profile on-line	1.1 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	2.1 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	3.1 Referral to proper specialist 3.2 Follow up result of referral for monitoring of patient's condition	None	5 Minutes	MO III
	<b>TOTAL</b>	None	30 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.

<b>Office or Division:</b>	Accounting Office			
<b>Classification:</b>	Complex Transactions			
<b>Type of Transaction:</b>	<b>G2G</b> -Government to Government			
<b>Who may avail:</b>	University Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<ul style="list-style-type: none"> <li>Office Order/Travel Order approved in accordance with Sec 3 of EO No. 298.</li> <li>Duly approved communication letter (1 copy)</li> <li>Duly approved itinerary of travel (1 copy)</li> <li>Letter of invitation (1 copy)</li> <li>For plane fare, quotations of three travel agencies or its equivalent for foreign travel (1 copy)</li> <li>Payment Details - Name of host/sponsoring agency/organization, bank details (in case of deposit)</li> </ul>		University personnel		
<ul style="list-style-type: none"> <li>Computation of daily travel expenses (DTE)</li> <li>Certification from the accountant that the previous cash advance has been liquidated and accounted for in the books (for Cash advance)</li> </ul>		Accounting Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The requesting party will be required to submit a document approving the disbursement	1.1 Verifies completeness of submitted supporting	None	10 Minutes	<i>Accounting Office Personnel, Accounting</i>



including all necessary supporting documents. including all necessary supporting documents	documents and provides computation of DTE and certification form the accountant of no outstanding balance for cash advance requests.			Office
	1.2 Forwards supporting documents to Budget Office for assignment of Obligation (ORS/BURS)	None	2 Minutes	<i>Accounting Office Personnel</i>
	1.3 Upon receipt of obligated supporting documents from Budget Office, prepares Disbursement voucher (signed by the accountant)	None	6 Minutes	<i>Accounting Office</i>
	1.4 Forwards obligated supporting documents and disbursement voucher to the Office of the Vice President for Administration, Business and Finance	None	2 Minutes	<i>Accounting Office Personnel</i>
<b>TOTAL</b>		None	20 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.

<b>Office or Division:</b>	Cashier's Office			
<b>Classification:</b>	Complex Transactions			
<b>Type of Transaction:</b>	<b>G2C</b> -Government to Citizen			
<b>Who may avail:</b>	Students/ Alumni/ Former students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Bill Form (1 copy) Assessment Form (1 copy)		Students/ Alumni/ Former students		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The payor will present and submit the Bill/assessment form to the Cashier's Office	1.1 Receive ID or Bill/Assessment Form from the payor	Depends on the Bill/assessment form	1 Minute	Cashier's Office Personnel, Cashier's Office
	1.2 Check the correctness and completeness of entries if filled in properly	None	1 Minute	Cashier's Office Personnel, Cashier's Office
	1.3 Encode to system the student no. or name then collect the cash or check payment	None	1 Minute	Cashier's Office Personnel, Cashier's Office
	1.4 Encode the payment amount to Student/Ledger	None		Cashier's Office Personnel,



	System then print the Official Receipt		1 Minute	Cashier's Office
2. The payor receives the Official Receipt from the Cashier's Office	5.1 Sign the Official Receipt and release the original to the payor	None	1 Minute	Cashier's Office Office Personnel, Cashier's Office
<b>TOTAL</b>		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)			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Disbursement Voucher with necessary attachments (minimum of 3 copies). Payroll with necessary attachment (minimum of 3 copies)		University Personnel		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The Office of the President / Accounting / VP-ABF will transmit the approved Disbursement Voucher / Payroll to the Cashier's Office	1.1 Receive from Office of the President / Accounting / VP-ABF Office the DV/Payroll and necessary attachments	None	3 Minutes	Cashier's Office Personnel, Cashier's Office





	1.2 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
	1.3 Forward the document package to the Head Cashier for signature attach prepared check to the respective DV/ Payroll			
	1.4 Review the prepared cash advance and the attachments	None	3 Minutes	Cashier Head, Cashier's Office
	1.5 Sign the cash advance if all is in order	None	5 Minutes	Cashier Head, Cashier's Office
	1.6 Forward to Budget Office for ALLOBS	None	2 Minutes	Cashier's Office Personnel, Cashier's Office
	<b>TOTAL</b>	<b>None</b>	<b>1 Day and 13 Minutes</b>	



## 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.

<b>Office or Division:</b>	Cashier's Office			
<b>Classification:</b>	Complex Transactions			
<b>Type of Transaction:</b>	G2C-Government to Government			
<b>Who may avail:</b>	University Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Disbursement Voucher with necessary attachments (minimum of 3 copies). Payroll with necessary attachment (minimum of 3 copies)		University Personnel		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The Office of the President / Accounting / VP-ABF will transmit the Disbursement Voucher / Payroll to the Cashier's Office	1.1 Receive from the Office of the President / Accounting / VP-ABF Office the DV/Payroll and necessary attachments	None	3 Minutes	Cashier's Office Personnel, Cashier's Office
	1.2 Sort the payroll / DV as per source of fund then prepare the check accordingly	None	1 day	Cashier's Office Personnel, Cashier's Office



	1.3 Prepare 3 (triplicate) copies of check. (Duplicate for MDS-advice only)			
	1.4 Attached prepared check to the respective DV/Payroll			
	1.5 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
	1.6 Review the prepared checks against the DV and its attachments	None	4 Minutes	Cashier Head, Cashier's Office
	1.7 Sign the check/s if all is in order			
	1.8 Forward to Office of the President for signing of checks.	None	5 Minutes	Cashier's Office Personnel, Cashier's Office
<b>TOTAL</b>		<b>None</b>	<b>1 Day and 15 Minutes</b>	



### 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.

<b>Office or Division:</b>	Cashier's Office			
<b>Classification:</b>	Complex Transactions			
<b>Type of Transaction:</b>	G2C-Government to Government			
<b>Who may avail:</b>	University Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Disbursement Voucher with necessary attachments (minimum of 3 copies). Payroll with necessary attachment (minimum of 3 copies)		University Personnel		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	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	3.1 Ask the claimant / payee to sign on the check receiving / releasing logbook / registry	None	2 Minutes	Cashier's Office Personnel, Cashier's Office
	3.2 Request the payee to sign DV and/or payroll			
	3.3 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	4.1 Issue the check to the payee/claimant	None	5 Minutes	Cashier's Office Personnel, Cashier's Office
<b>TOTAL</b>		<b>None</b>	<b>10 Minutes</b>	



# **Corporate and Business Affairs Office**

## **Internal / External Services**



## REQUISITION, DELIVERY, SELLING, PREPARATION OF REPORTS TO PAYMENT OF SUPPLIERS

### Brief Description of the Service

This procedure covers the detailed step from requisition, delivery, selling, preparation of reports to payment of suppliers.

<b>Office or Division:</b>	Corporate and Business Affairs Office			
<b>Classification:</b>	Complex Transactions			
<b>Type of Transaction:</b>	<b>G2B</b> -Government to Business <b>G2C</b> Government to Citizens			
<b>Who may avail:</b>	Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Book Order Form, Business Permit, DTI/SEC, BIR, PhilGeps, Price List Govt Issued ID of Person to be contracted with, Draft of Consignment Agreement, Purchase Request, Consignment Contract, Delivery Receipt, Official Receipt, Report of Sales, Pull Out Slip, Invoice (1 copy)		1) Area Chair/Dean, 2) Publishing Company, 3) Legal Office, 4) CBAO 5) Publishing Company 6) CBAO 7) Publishing Company		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Area Chair Request to Purchase Books	1.1 Send Book Order Form to the Area Chair/Dean	None	1 Minute	<i>CBAO Director</i>
2. Area Chair submit the requirements to CBAO	2.1 Fill out and sign the Book Order Form, collate the Publishing Company's business documents and submit to CBAO	None	3 days	<i>Area chair &amp; Dean/Principal</i>
	2.2 Preparation and approval of Purchase request.	None	1 day	<i>Book Store in charge</i>
	2.3 Endorsement of Consignment Agreement for review to the Legal Office for review.	None	5WDays  3 days	<i>CBAO Director</i>



3. Publishing company to submit signed Consignment Agreement to CBAO	3.1 Signing of Consignment Agreement	None	5 minutes	<i>Representative of the Publishing Company, CBAO Personnel and the University President</i>
4. Delivery of Publishing Company to CBAO	3.2 Informing the Publishing Company for Delivery.	None	2 hours	<i>Book Store In Charge</i>
4. Delivery of Publishing Company to CBAO	4.1 Acceptance and inspection of Delivery of Books.	None	5 minutes	<i>Book Store In Charge, CBAO Personnel, Supply Personnel</i>
5. Guardians/Students Buy Books from Book Store	5.1 Selling of books to clients.	SRP of Books	3 hours	
5. Guardians/Students Buy Books from Book Store	5.2 Preparation of Daily Sales and Inventory report.	None	20WDays 30 minutes	
5. Guardians/Students Buy Books from Book Store	5.3 Period of Selling of Books to all students.	None	3 hours	
6. Publishing Company Pull Out Books	6.1 Pull Out of Books	None		<i>Publishing Company</i>
6. Publishing Company Pull Out Books	6.2 Preparation of Sales and Inventory Report.	None	30 minutes	<i>Book Store In Charge</i>
6. Publishing Company Pull Out Books	6.3 Consolidating all documents, checking and verifying reports and submission to the accounting Office for Payment processing.	None	10Wdays	<i>Book Store In Charge</i> <i>CBAO Director</i>
6. Publishing Company Pull Out Books	6.4 Payment to Supplier	Amount Due on sold Books		<i>Cashier's Office</i>





	<b>TOTAL</b>		42 days 9 Hours and 11 Minutes	



## ACCEPTANCE OF APPLICANT TO AWARDING OF CONTRACT TO TENANTS IN UNIVERSITY STALLS

### Brief Description of the Service

This procedure covers the detailed step from posting acceptance of applicant to awarding of contract. to Tenants in University stalls.

<b>Office or Division:</b>	Corporate and Business Affairs Office			
<b>Classification:</b>	Complex Transactions			
<b>Type of Transaction:</b>	<b>G2C</b> Government to Citizens			
<b>Who may avail:</b>	Citizens preferably residing in Nueva Ecija			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Website Advertisement of availability of stalls for rent, Letter of intent, Bio data, Government issued ID of applicant, Notice of Meeting, Contract of lease (1 copy)		MIS, Applicant, CBAO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Non-renewal of Tenants Contract	1.1 Posting of available unit/s / stall/s for rent in the University Premises at the NEUST Website.	None	10 minutes	<i>CBAO Director</i>
	1.2 Acceptance and collating of letter of intent, Bio data and government issued ID and interview.	None	5 days	<i>Lease Administration Section Incharge/ CBAO Director</i>
	1.3 Schedule a meeting, presenting the letter of intent, deliberation of applicants and choosing of approved applicants by the IGP Technical Committee	None	1 day	<i>CBAO Director IGP Technical Committee</i>
	1.4 Informing the new Tenant of the approved application and telling him to sign on the	None	2 days	<i>Lease Administration Section Incharge/ CBAO Director</i>



	contract.			
	<b>TOTAL</b>		8 days and 20 minutes	



## REQUISITION, DELIVERY, SELLING OF ITEMS SOLD AT THE BUSINESS CENTER

### Brief Description of the Service

This procedure covers the detailed step from requisition, delivery, selling of items sold at the Business Center.

<b>Office or Division:</b>	Corporate and Business Affairs Office			
<b>Classification:</b>	Simple Transactions			
<b>Type of Transaction:</b>	<b>G2B</b> -Government to Business <b>G2C</b> Government to Citizens			
<b>Who may avail:</b>	Students, University Units/Colleges, Guests			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Delivery Receipt, Stock Card, Official Receipt (1 copy)			Supplier, CBAO	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
	1. Received delivery from the supplier.	None	5 minutes	<i>CBAO Personnel</i>
	2. Inspection of received items for sales	None	10 minutes	<i>CBAO Personnel Supply Office Personnel</i>
	3. Recording of items in the stock Card	None	10 minutes	<i>CBAO Personnel</i>
	4. Selling of Items in the Business Center.	None	3 minutes	<i>CBAO Personnel</i>
	<b>TOTAL</b>		28 Minutes	



## ACCEPTING TO CHECKING OUT OF GUESTS AT THE UNIVERSITY HOSTEL

### Brief Description of the Service

This procedure covers the detailed step from Accepting to checking out of Guests at the University Hostel.

<b>Office or Division:</b>	Corporate and Business Affairs Office			
<b>Classification:</b>	Simple Transactions			
<b>Type of Transaction:</b>	<b>G2C</b> Government to Citizens			
<b>Who may avail:</b>	Students/Guests			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Identification Card or Passports, Billing Statement (1 copy)		Supplier, CBAO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Arrival of Clients	Informing the available room that can be offered to the guests.	None	3 minutes	<i>Hostel Staff</i>
	Checking in the Guests and assist them in going to the room.	None	3 minutes	<i>Hostel Staff</i>
2. Approaching the staff for his/her needs	Assist clients in their needs	None	5 minutes	<i>Hostel Staff</i>
3. Checking out of clients	Issuance of Bill and Official Receipt.	Accommodation fee	3 minutes	<i>Hostel Staff</i>
	<b>TOTAL</b>		14 Minutes	



## ACCEPTING OF LETTER OF INTENT TO APPROVAL OF UTILIZATION OF UNIVERSITY FACILITIES

### Brief Description of the Service

This procedure covers the detailed step from Accepting of letter of intent to approval of utilization of University Facilities.

<b>Office or Division:</b>	Corporate and Business Affairs Office			
<b>Classification:</b>	Simple Transactions			
<b>Type of Transaction:</b>	<b>G2C</b> Government to Citizens			
<b>Who may avail:</b>	Guests			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter of Intent, Quotation, Endorsement, Official Receipt (1 copy)		Supplier, CBAO		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
Arrival of Client	Received Letter of intent from End Use and checking of available Facilities on the requested schedule. .	None	2 minutes	<i>CBAO Personnel</i>
	Make a Tentative Schedule for reservation	None	1 minute	<i>Lease Administration Section In-charge</i>
	Preparation of quotation and presenting it to end user.	None	2 minutes	<i>Lease Administration Section In-charge</i>
	Preparation and signing of Endorsement to the President for approval.	None	5 minutes	<i>Lease Administration Section In-charge CBAO Director</i>
	Approval of Endorsement	None	1 day	<i>University President</i>
	Send to the GC of University Facility Reservation composed			



	of BMGS, CSU, MIS & Auxiliary) the scheduled event and the approved endorsement	None	1 minute	<i>Lease Administration Section In-charge</i>
Payment of Client at the Business Center	Acceptance of Payment and Issuance of Official Receipt	Rental fee	2 minutes	<i>Lease Administration Section In-charge</i>
	<b>TOTAL</b>		1 day & 13 Minutes	



# **Human Resource Management Office**

## **Internal Services**





## 1. EMPLOYMENT RECORDS

### 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.

<b>Office or Division:</b>	Human Resource Management Office			
<b>Classification:</b>	Simple Transactions			
<b>Type of Transaction:</b>	<b>G2G</b> -Government to Government			
<b>Who may avail:</b>	NEUST Faculty and staff			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Online request for Employment Records/ Logbook for employment records			The client will provide	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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
<b>TOTAL</b>		None	4 Minutes	



## 2. 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.

<b>Office or Division:</b>	Human Resource Management Office	
<b>Classification:</b>	Complex Transactions	
<b>Type of Transaction:</b>	<b>G2G</b> -Government to Government	
<b>Who may avail:</b>	NEUST retired/resigned personnel	
	<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
	<ol style="list-style-type: none"> <li>1. CS FORM 6 (2 original copies)</li> <li>2. RETIREMENT APPLICATION FROM GSIS (2 photocopies)</li> <li>3. CS FORM 7 – CLEARANCE FORM (3 original copies)</li> <li>4. SALN FORM (2 original copies)</li> <li>5. CSC CLEARANCE (2 photocopies)</li> <li>6. APPROVED INTENT LETTER TO RETIRE/ RESIGN (2 photocopies)</li> <li>7. AFFIDAVITS (2 original copies)</li> <li>8. LATEST APPOINTMENT/NOSA (2 photocopies)</li> </ol> <p><b>ADDITIONAL REQUIREMENTS (IN CASE OF RESIGNATION):</b></p> <ol style="list-style-type: none"> <li>1. ACCOMPLISHED IPCR FOR THE CURRENT RATING PERIOD (2 original copies)</li> <li>2. CS FORM 48 FOR THE CURRENT MONTH UNTIL THE LAST DAY BEFORE SEPARATION DATE (2 original copies)</li> <li>3. RECEIVE THE SIGNED ACCEPTANCE OF RESIGNATION (2 original copies)</li> </ol> <p><b>IN CASE OF DEATH OF CLAIMANT:</b></p> <ol style="list-style-type: none"> <li>1. PSA AUTHENTICATED COPY OF THE FOLLOWING:</li> <li>2. DEATH CERTIFICATE (1 copy)</li> <li>3. MARRIAGE CONTRACT (1 copy)</li> <li>4. BIRTH CERTIFICATES OF ALL SURVIVING LEGAL HEIRS (1 copy)</li> <li>5. DESIGNATION OF NEXT-OF-KIN (1</li> </ol>	NEUST retired/resigned personnel



original copy) 6. WAIVER OF RIGHTS OF CHILDREN 18 YRS OLD AND ABOVE (1 original copy) 7. 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) 8. CLEARANCE FROM LANDBANK, for employees with granted loans from Landbank of the Philippines 9. CLEARANCE FROM GSIS, for employees with loans from GSIS				
CLIENT STEPS	AGENCY ACTIONS	FEES 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.	1.1 The HRMO personnel will issue the list of requirements to the retiree.	None	2 Minutes	<i>HRMO Personnel Human Resource Management Officer</i>
	1.2 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>
2. The retiree will prepare and submit the complete required documents to the HRMO.	2.1 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	None	10 Minutes	<i>HRMO/HRMO Personnel Human Resource Management Officer</i>



	the retiree.			
3 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)	3.1 The HRMO personnel shall process and sign the leave application and transmit to the designated signatories.	None	10 minutes	<i>HRMO/HRMO Personnel Human Resource Management Officer</i>
	3.2. 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>
<b>TOTAL</b>		None	2 days and 24 minutes	



### 3. PREPARATION OF PAYROLLS

#### Brief Description of the Service

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

<b>Office or Division:</b>	Human Resource Management Office			
<b>Classification:</b>	Complex Transactions			
<b>Type of Transaction:</b>	<b>G2G</b> -Government to Government			
<b>Who may avail:</b>	NEUST Faculty and staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	None	1 day	<i>HRMO Personnel</i> Human Resource Management Officer
	1.1 The HRMO personnel will receive Billing Statements, Certifications of Deductions, and Certifications of full payment	None	1 day	<i>HRMO Personnel</i> Human Resource Management Officer
	1.2 The HRMO personnel will check and encode changes in deductions and salaries if applicable	None	1 day	<i>HRMO Personnel</i> Human Resource Management Officer
	1.3 The HRMO personnel will attach the	None	1 day	<i>HRMO Personnel</i> Human Resource Management



	<p>CS Form 48 and other necessary documents</p> <p>1.4 The HRMO personnel assigned in the pre-auditing of payrolls will check the correctness and completeness of entries if encoded properly as well as the attached supporting documents</p> <p>1.5 The HRMO personnel will transmit the pre-audited payrolls to the concerned official for signature/ certification.</p> <p>1.6 The HRMO personnel will transmit the pre-audited and signed payrolls to the Budget Office</p>	None	2 days	<p>Officer</p> <p><i>HRMO Personnel</i> Human Resource Management Officer</p>
		None	1 day	<p><i>HRMO Personnel</i> Human Resource Management Officer</p>
		None	1 minute	<p><i>HRMO Personnel</i> Human Resource Management Officer</p>
<b>TOTAL</b>		None	7 days and 1 minute	



# **Human Resource Management Office**

## **Internal/External Services**





## 1. 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.

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



	1.3 The HRMO will forward the applications to the HRMPSB for evaluation and review	None	2 minutes	<i>HRMO Personnel, Human Resource Management Office</i>
	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, Human Resource Management Office</i>
	3. The HRMO will submit to the head of agency the signed faculty recruitment analysis and comparative assessment	None	2 Minutes	<i>HRMO, Human Resource Management Office</i>
	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, Human Resource Management Office</i>
	5. Upon issuance of Office Order from the Office of the University President to the Chair of the BI Committee, the HRMO will coordinate with the BI Committee for the conduct of Background Check to	None	2 Minutes	<i>HRMO, Human Resource Management Office</i>



	the proposed appointees			
	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	None	1 Day	<i>HRMO IV/HRMO Personnel, Human Resource Management Office</i>



	personnel			
	11. Once the letter is approved, the HRMO will disseminate information to the speakers and participants for the schedule of the activity	None	2 Minutes	<i>HRMO IV/HRMO Personnel, Human Resource Management Office</i>
	12. Conduct of onboarding	None	1 Day	<i>HRMO IV/HRMO Personnel, Human Resource Management Office</i>
<b>TOTAL</b>		None	6 Days and 40 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.

<b>Office or Division:</b>	Learning and Development Unit			
<b>Classification:</b>	Simple Transactions			
<b>Type of Transaction:</b>	<b>G2G</b> -Government to Government			
<b>Who may avail:</b>	University Personnel			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
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	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The personnel will present the invitation letter of training/seminar to the L&D Unit Head.	1.1 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.	2.1 The L&D Unit Head will prepare the request to attend and transmit to the signatories 2.2 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.	3.1 The L&D Unit will receive the Training Evaluation Form.	None	5 Minutes	L&D Head, L&D Unit
<b>TOTAL</b>		None	1 Day and 6 Minutes	



# **Legal Office**

## **External / Internal Services**





## 1. CERTIFICATE OF NO PENDING CASE

### Brief Description of the Service

This service covers the issuance of a Certificate stating that an individual or entity has no ongoing legal cases or disputes filed against them.

<b>Office or Division:</b>	Legal Services Office			
<b>Classification:</b>	Complex Transaction			
<b>Type of Transaction:</b>	<b>G2G</b> -Government to Government			
<b>Who may avail:</b>	NEUST Faculty and staff			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Letter Request/Logbook Request		From Client or requesting party		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The university faculty/staff shall proceed to the University Legal Services Office to request for the Certificate of No Pending Case.	1. The Legal Services Office Personnel will receive the request by getting the information's needed.	None	5 minutes	<i>Legal Services Office Personnel</i>
	1.1 The Legal Services Office Personnel will check the request form of the personnel if it is properly accomplished with complete information.	None		<i>Legal Services Office Personnel</i>



	<p>1.1 The Legal Services office Personnel will contact the HRMO to check for the 201 file of the requesting Faculty/Staff if there is no pending case filed against him/her.</p>	None	1 day	<i>Legal Services Office Personnel</i>
	<p>1.2 The Legal Services Personnel upon checking with the HRMO, will process the creation of the Certificate.</p>	None	5 Minutes	<i>Legal Services Office Personnel</i>
	<p>1.3 After the creation of the Certificate, the University Legal Officer will attach his/her signature.</p>	None	1 Minute	<i>Legal Services Office Personnel</i>
<b>TOTAL</b>		None	1 day and 11 minutes	



## 2. LEGAL OPINION REVIEW FOR MEMORANDUM OF AGREEMENT/UNDERSTANDING

### Brief Description of the Service

This service covers the process reviewing Memorandum of Agreement/Understanding endorsed to the Legal Services Office to check whether the said Memorandum of Agreement/Understanding is in Compliance with the existing laws and Jurisprudence.

<b>Office or Division:</b>	Legal Services Office			
<b>Classification:</b>	Highly Technical Transaction			
<b>Type of Transaction:</b>	<b>G2G</b> -Government to Government			
<b>Who may avail:</b>	NEUST Faculty and staff			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Endorsement Letter			From Client or Requesting Part	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The university faculty/staff shall forward the endorsement letter and the Memorandum of Agreement/Understanding to the Legal Services Office for Review.	1. The Legal Services Office personnel shall check the Existing Records of MOA/MOU for review.	None	5 minutes	<i>Legal Assistant - Legal Services Office</i>
	1.1 The Legal Services office Personnel upon checking of the existing records of MOU/MOA shall read and analyze the said document for feedback and legal concerns.	None	8 days	<i>Legal Assistant - Legal Services Office</i>



	<p>1.2 The Legal Assistant shall conduct research on the background of the partner entity including its Compliance to National and International Laws.</p>	None	8 days	<i>Legal Assistant - Legal Services Office</i>
	<p>1.3 Legal Assistant shall draft the initial Legal Opinion of the subject MOA/MOU.</p>	None	2 days	<i>Legal Assistant - Legal Services Office</i>
	<p>1.3 The University Legal Officer shall check, finalize and sign the Legal opinion review.</p>	None	1 day	<i>Legal Officer - Legal Services Office</i>
<b>TOTAL</b>		None	19 days and 5 minutes	



### 3. SIGNING OF STATEMENT OF ASSETS, LIABILITIES AND NETWORTH (SALN) AND PERSONAL DATA SHEET (PDS)

#### Brief Description of the Service

This service covers the signing of the fully accomplished Statement of Assets, Liabilities and Networth and Disclosures of Business Interests and Financial Connections and Personal Data Sheet of all regular personnel of the University.

<b>Office or Division:</b>	Legal Services Office			
<b>Classification:</b>	Complex Transactions			
<b>Type of Transaction:</b>	G2G-Government to Government			
<b>Who may avail:</b>	NEUST Faculty and staff			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Statement of Assets, Liabilities and Networth Revised 2015 (1 copy) and Personal Data Sheet (PDS)			The client will provide	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The Legal Services Office Personnel shall receive the SALN/PDS form from the client.	1. The Legal Services Office personnel shall verify the contents of the PDS/SALN and 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>Legal Services Officer Personnel</i>



	<p>3. The Legal Services Office personnel upon receiving the SALN /PDS forms shall check for the completeness of the information required to be filled in the form.</p>	None	5 minutes	<i>Legal Services Officer Personnel</i>
	<p>3.1 After verifying the contents and the correctness of the information given by the client, the University Legal Officer will Officially Sign the SALN/PDS.</p>	None	1 Minute	<i>Legal Services Officer Personnel</i>
<b>TOTAL</b>		None	8 minutes	



# **Records Office Internal Services**



## 1. ISSUANCE OF A CERTIFIED TRUE COPY OF DOCUMENTS

### Brief Description of the Service

This service covers the communications, office orders, and memorandum received by the Records Management Office from the Office of the University President.

<b>Office or Division:</b>	Records Office			
<b>Classification:</b>	Simple Transactions			
<b>Type of Transaction:</b>	<b>G2G</b> -Government to Government			
<b>Who may avail:</b>	University Personnel/Campuses/Offices/College Departments/Units			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Duly signed request letter (1 copy) Approval of the University Data Protection Officer Chair for documents with personal/sensitive information			Requesting Party/Personnel	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The personnel will present the request letter to the Records Officer.	1.1 The Records Officer will check the availability of the document requested by the personnel	None	10 Minutes	<i>Records Officer, Record's Office</i>
	1.2 If the document requested is available, the Records Officer will produce a copy of the document which will be presented to the Head of the Office for checking, certification, and signature.	None	5 Minutes	<i>Records Officer, Head, RMO, Record's Office</i>
2. The personnel will log the details of the released document to the releasing form of the Records	2.1 The Records Officer will release the certified true copy of the document requested to the personnel.	None	3 Minutes	<i>Records Officer, Record's Office</i>
<b>TOTAL</b>		None	18 Minutes	





# **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.

<b>OFFICE OR DIVISION:</b>	SUPPLY OFFICE			
<b>CLASSIFICATION:</b>	SIMPLE TRANSACTIONS			
<b>TYPE OF TRANSACTION:</b>	G2G-GOVERNMENT TO GOVERNMENT			
<b>WHO MAY AVAIL:</b>	UNIVERSITY PERSONNEL/CAMPUSES/COLLEGES/ DEPARTMENTS/OFFICES/UNITS			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
REQUISITION AND ISSUE SLIP (1 ORIGINAL COPY)		SUPPLY AND/OR PROPERTY DIVISION UNIT		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. University Personnel/campuses/offices/college departments/units will fill-out and submit the original copy of Requisition and Issue Slip to the Supply Office	1.1 The Supply Officer IV approves the submitted requisition and issue slip	None	1 Minute	Supply Officer IV
	1.2 The Supply Personnel checks and prepares the availability of requested item	None	10 Minutes	Storekeeper/ Supply Personnel
2. Concerned personnel/offices/college departments/units receives	2.1 The Supply Office will issue the requested available supplies to the concerned	None	5 Minutes	Storekeeper/ Supply Personnel



the requested items from the Supply Office	personnel/offices/college departments/units			
	2.2 The Supply Office maintains the record of transaction as per RIS Forms	None	2 Minutes	Storekeeper/ Supply Personnel
<b>TOTAL</b>			18 Minutes	



## **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

<b>Office or Division:</b>	Office of the University Training Services Department			
<b>Classification:</b>	Complex Transactions			
<b>Type of Transaction:</b>	<b>G2C</b> -Government to Government			
<b>Who may avail:</b>	University Faculty			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Request Letter, Training Design, Memorandum of Agreement. (1 copy)		University Faculty, University Vice-President, Office of the Vice President for Research Services		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
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	<i>Training Services Director, Training Department</i>
	1.4 Evaluation of Training Design	None	1 Hour	<i>Client, Budget Officer,</i>
	1.5 MOA Signing if approved			



		None	5 Minutes	<i>OVPRET, University President</i>
	1.6 Filing of Records	None	5 Minutes	<i>Assigned Personnel, Training Services Department</i>
	<b>TOTAL</b>	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.

<b>Office or Division:</b>	Office of the University Research Services			
<b>Classification:</b>	Complex Transactions			
<b>Type of Transaction:</b>	<b>G2C</b> -Government to Government			
<b>Who may avail:</b>	University Faculty-Student of University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
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		University faculty and students		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The faculty or researcher will submit the accomplished Research Proposal Form to the College/Campus Research Unit Head.	1.1 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	2.1 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	3.1 Filing of Records.	None	9 Minutes	<i>Researcher/s; College/Campus Research Unit Head; DCC-Research Services Department</i>
	<b>TOTAL</b>		1 Day 1 hour 9 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.

<b>Office or Division:</b>	Office of the University Research Services			
<b>Classification:</b>	Complex Transactions			
<b>Type of Transaction:</b>	<b>G2C</b> -Government to Government			
<b>Who may avail:</b>	University Faculty, Student of University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
NEUST-RSD-F005 Research Proposal Format		University faculty and students		
NEUST-RSD-F015 Proponent's Letter of Intent				
NEUST-RSD-F016 Proposal Endorsement Form for Internal Funding				
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. The faculty or researcher will submit the Research Proposal to the College/Campus Research Unit Head.	1.1 Review of the Research Proposal by the College/ Campus Research Unit Head. 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	2.1 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.	3.1 Review of the Revised Proposal 3.2 Final Review and Acceptance of Research	None	1 Day	<i>College/Campus Research Unit Head Research Services</i>



	Proposal; for endorsement to University President  3.3 Notify the researcher if approved	None  None	30 minutes  5 Minutes	<i>Department Research Services Department</i>  <i>Research Services Department</i>
4. Research Conducted	4.1 Filing of Records	None	5 Minutes	<i>DCC, Research Services Department</i>
	<b>TOTAL</b>		3 Days and 40 Minutes	



### 3. 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.

<b>Office or Division:</b>	Office of the University Research Services			
<b>Classification:</b>	Complex Transactions			
<b>Type of Transaction:</b>	G2C-Government to Government			
<b>Who may avail:</b>	University Faculty, Student of University			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Accomplished NEUST-RSD-F018 Request for Publication Incentive Form, Endorsement of the Research Unit Head, 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 faculty University Personnel / Researcher(s)		
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEE TO BE PAID</b>	<b>PROCESS ING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Submission of the requirements of the Request to the Research Services Department	1.1 Request received	None	5 Minutes	<i>Researcher(s); College/Campus Research Unit Head</i>
	1.2 Evaluation of the submitted requirements of the request.	None	2 Days	Research Services Department
	1.3 Submission of the Request to Budget Office if requirements are completed.	None	1 Hour	Researcher(s)
	1.4 Forward the request to VPRET for approval (Approved)	None	1 Hour	Budget Office Personnel, Budget Office
	1.5 Forward the request to the University President	None	55 Minutes	Office of the Vice President for Research, Extension, and Training
	1.6 Notify the researcher if approved	None	5 Minutes	Research Services Department
	1.7 Filing of Records	None	5 Minutes	Research Services Department
	<b>TOTAL</b>		2 Days 3 Hours 10 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 may be 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.

<b>Office or Division:</b>	Extension Services Department under the Vice President for Research, Extension and Training (OVP-RET)			
<b>Classification:</b>	Highly Technical Transactions			
<b>Type of Transaction:</b>	<b>G2C</b> -Government to Citizens; or <b>G2B</b> -Government to Business (Social Enterprises); or <b>G2G</b> -Government to Government			
<b>Who may avail:</b>	Individuals, Groups (Religious, NGOs, POs, Coops), Local Government Units, National Government Agencies/Institutions, GOCCs, Government Employees/Officials			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter Request (1 copy)  Local Legislative Resolution (in case of LGUs); Board Resolution as the case may be			Requesting entity	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request to the Office of the University President	1.1 Receive request	None	2 Minutes	<i>Assigned Personnel of the Day, Office of the President</i>
	1.2 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>





	1.3 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
	1.4 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
	1.5 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>
	1.6 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)	4.1 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	5.1 Preparation and submission of report	None	2 Hours	ESD and <i>RET Chairperson</i>
	<b>TOTAL</b>		7 Days 4 hours 16 Minutes	



## FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<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 <a href="http://www.neust.edu.ph">www.neust.edu.ph</a>. Contact Info: (044) 463-0226</p>
How feedbacks are processed?	<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"> <li>- Name of person being complained</li> <li>- Incident</li> <li>- Evidence</li> </ul> <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 <sup>nd</sup> Floor Administration Building NEUST Main Campus, General Tinio Street, Cabanatuan City	(044)463-0226
Office of the EXECUTIVE VICE PRESIDENT	2 <sup>nd</sup> Floor Administration Building NEUST Main Campus, General Tinio Street, Cabanatuan City	neust.vpabf@ineust.ph.education
Office of the VICE PRESIDENT for Academic Affairs	2 <sup>nd</sup> 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 <sup>nd</sup> Floor Administration Building NEUST Main Campus, General Tinio Street, Cabanatuan City	vpreat@neust.edu.ph
Office of the VICE PRESIDENT for Administration, Business and Finance	2 <sup>nd</sup> Floor Administration Building NEUST Main Campus, General Tinio Street, Cabanatuan City	neust.vpabf@ineust.ph.education
Office of the CAMPUS DIRECTOR, NEUST Sumacab Campus	1 <sup>st</sup> Floor Admin Building NEUST Sumacab Campus, Sumacab Sur Cabanatuan City	neust.vpabf@ineust.ph.education



Office of the CAMPUS DIRECTOR, NEUST San Isidro Campus	1 <sup>st</sup> Floor CICT Building NEUST San Isidro Campus, San Isidro Nueva Ecija	09914355910
Office of the CAMPUS DIRECTOR, NEUST Gabaldon Campus	1 <sup>st</sup> Floor Administration Building, NEUST Gabaldon Campus, Gabaldon, Nueva Ecija	09305659066
Office of the CAMPUS DIRECTOR, NEUST Fort Magsaysay Campus	1 <sup>st</sup> Floor Administration Building, NEUST Fort Magsaysay Campus, Brgy Militar (Fort Magsaysay), Palayan City	09285247996 or fortmagsaysay campusineust. ph.education
Office of the CAMPUS DIRECTOR, NEUST Atate Campus	NEUST Atate Campus, Brgy Atate, Palayan City	09171755514
Office of the DIRECTOR, Off Campus Program – Northern Nueva Ecija	1 <sup>st</sup> Floor , QA Building, NEUST Sumacab Campus, Sumacab Sur, , Cabanatuan City	marlonrufinogc @ineust.ph.ed ucation
Office of the DIRECTOR, Off Campus Program – Southern Nueva Ecija	1 <sup>st</sup> Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	neust.oidil@g mail.com
Office of the DEAN, Graduate School	2 <sup>nd</sup> Floor LTC Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	jocelyn181961 @gmail.com



Office the DEAN, College of Engineering	2 <sup>nd</sup> Floor College of Engineering NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09531082567 or coeng.neustsumacab@gmail.com
Office the DEAN, College of Architecture	2 <sup>nd</sup> Floor College of Architecture Building, NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09053631448
Office the DEAN, College of Education	2 <sup>nd</sup> Floor College of Education Building, NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09274778392
Office of the DEAN, College of Nursing	3 <sup>rd</sup> Floor LTC Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09167457398
Office of the DEAN, College of Agriculture	College of Agriculture Building, NEUST Gabaldon Campus, Gabaldon, Nueva Ecija	09294431522
Office of the DEAN, College of Criminology	1 <sup>st</sup> Floor College of Criminology Building, NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09778501193



Office of the DEAN, College of Industrial Technology	2 <sup>nd</sup> 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 <sup>nd</sup> 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 <sup>nd</sup> Floor College of Management and Business Technology Building NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	sayalvarez27@ineust.ph.education
Office of the DIRECTOR, Institute of Physical Education	2 <sup>nd</sup> Floor Physical Fitness Building, EUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09329842682 or 09171022332
Office of the PRINCIPAL, Laboratory High School	2 <sup>nd</sup> Floor LB Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	lhs@ineust.ph.education
Office of the DIRECTOR, Curriculum Development and Evaluation	1 <sup>st</sup> Floor Quality Assurance Building, NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	ocde@neust.edu.ph





Office of the LIBRARIAN, University Library	3 <sup>rd</sup> 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 <sup>st</sup> Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09389526361 or 09232960007  oar@neust.edu.ph
Office of the DEAN, Office of Student Affairs and Services	1 <sup>st</sup> Floor LB Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	osas.neust@gmail.com
Office of the DIRECTOR, National Service Training Program	1 <sup>st</sup> Floor NSTP Building, NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09052706007
Office of the DIRECTOR, Center for On-The-Job-Training and Career Development	2 <sup>nd</sup> Floor ILCO Building, NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09176292216
Office of the DIRECTOR, Center for Literary, Culture and the Arts Development	2 <sup>nd</sup> Floor LHS Building, General Tinio St. Campus, Cabanatuan City	09151682673 or jojo143mangahas@gmail.com
Office of the DIRECTOR, Center for Sports Development	2 <sup>nd</sup> Floor, Back of Grand Stand NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09228408376



Office of the DIRECTOR, Extension Services Department	2 <sup>nd</sup> Floor Administration Building, NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09569679666
Office of the DIRECTOR, Training Services Department	1 <sup>st</sup> Floor Ortiz Building, NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09177229411
Office of the DIRECTOR, Planning and Development Office <ul style="list-style-type: none"> <li>➤ Head, Disaster Risk Reduction Management Unit</li> <li>➤ Head, Pollution Control and Climate Change Mitigation Unit</li> </ul>	3rd Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09662396545
Office of the DIRECTOR, International and Domestic Institutional Linkages Office	1 <sup>st</sup> Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	neust.oidil@gmail.com
Office of the Head, Learning and Development Unit	University Museum, NEUST Sumacab Campus	09431348830
Office of the DIRECTOR, Management Information System Office	2 <sup>nd</sup> Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	Misdirector@neust.edu.ph



Office of the HEAD, Publication and Media Affairs Unit	3rd Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09178165662
Office of the CHIEF, Civil Security Unit	Civil Security Unit Office, NEUST Main Campus, General Tinio Street, Cabanatuan City	09155680429
Office of the DIRECTOR, Infrastructure Development Office	2 <sup>nd</sup> Floor Administration Building, NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09171790812
Office of the HEAD, Internal Audit Services Unit	1 <sup>st</sup> Floor LB Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	legal@ineust.p h.education
Office of the LEGAL OFFICER, Legal Services Office	2 <sup>nd</sup> Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	legal@ineust.p h.education
Office of the DIRECTOR, Moral Recovery and Spiritual Uplift Program	NEUST Chapel, Left Wing , NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09199625738



Office of the DIRECTOR, Gender and Development Center	1 <sup>st</sup> Floor LB Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09338634237
Office the DIRECTOR, Alumni Affairs Office	2 <sup>nd</sup> Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09175975636 or alumni@ineust.ph.education
Office of the DIRECTOR, Building Maintenance and General Services Unit	2 <sup>nd</sup> Floor LB Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	bmgsservices2016@gmail.com
Office of the DIRECTOR, Health Services Unit	1 <sup>st</sup> Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	neustclinic@gmail.com
Office of the DIRECTOR, Auxiliary Services Office ➤ Head, Motorpool and Transportation Services Unit ➤ Head, Printing Services Unit	1 <sup>st</sup> Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09058787016
Office of the Human Resource Management Officer	1 <sup>st</sup> Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09175930542 or neusthrmo2021@gmail.com



Office of the HEAD, Supply and Property Management Unit	1 <sup>st</sup> Floor LTC Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09658066161
Office of the HEAD, Procurement Services Unit	1 <sup>st</sup> Floor LB Building NEUST Main Campus, General Tinio Street, Cabanatuan City	09953118565
Office of the HEAD, Records Management Unit	2 <sup>nd</sup> Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09999718825
Office of the DIRECTOR, Office of Production ➤ Head, Product Development, Fabrication and Commercialization Division ➤ Head, Agricultural and Food Production Division	1 <sup>st</sup> Floor Science and Technology Building, Sumacab Campus, Cabanatuan City	09662396545
Office of the CHIEF ADMINISTRATIVE OFFICER ( <i>Finance</i> )	1 <sup>st</sup> Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09228142850
Office of the ACCOUNTANT, Accounting Office	1 <sup>st</sup> Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	neustacc@gmail.com



Office of the BUDGET OFFICER, Budget Office	1 <sup>st</sup> Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	neustbudgetoffice@ineust.ph.education
Office of the CASHIER, Cashier's Office	1 <sup>st</sup> Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09228372840
Office of the DATA PRIVACY OFFICER, University Data Privacy Office	1 <sup>st</sup> Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	legal@ineust.ph.education
Office of the PRESIDENT, University Student Government	1 <sup>st</sup> Floor LB Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09268378523
Office of the PRESIDENT, Non-Teaching Personnel Association	1 <sup>st</sup> Floor LB Building NEUST Main Campus, General Tinio Street, Cabanatuan City	09331683620
Office of the PRESIDENT, Faculty and Staff Union	1 <sup>st</sup> Floor College of Industrial Technology Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09175702902
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	09167643364 or pagasa2021@gmail.com



Office of the SECRETARY, Board of Regents	2 <sup>nd</sup> Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09305659066
Office of the EXECUTIVE SECRETARY, Office of the President	2 <sup>nd</sup> Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09178165662
Office of the SECRETARIAT, Administrative Council	2 <sup>nd</sup> Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09178165662
Office of the SECRETARIAT, Academic Council	2 <sup>nd</sup> Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09665313700
Office of the SECRETARIAT, Bids and Awards Committee	1 <sup>st</sup> Floor BAC Office LTC 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	amgamit2000@gmail.com