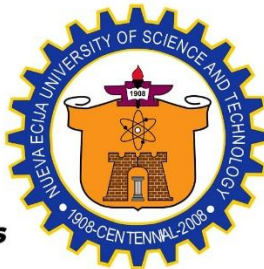




BAGONG PILIPINAS



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

CITIZEN'S CHARTER 2026

**FIRST
EDITION**



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OfficialNEUST



NUEVA ECIJA UNIVERSITY OF SCIENCE AND TECHNOLOGY

CITIZEN'S CHARTER

2026 (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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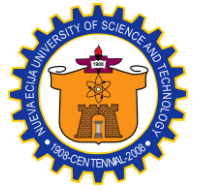
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Office of the University President External Services

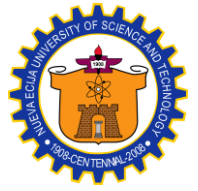


1. ISSUANCE OF CERTIFICATE OF APPEARANCE

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.

Office or Division:	Office of the University President			
Classification:	Simple Transactions			
Type of Transaction:	G2C -Government to Government			
Who may avail:	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,</i> Office of the University President
	1.2 The signed Certificate of Appearance will be issued to the requesting client.	None	1 Minute	<i>Staff</i> Office of the University President
TOTAL		None	4 minutes	



Office of the University President Internal Services

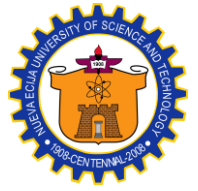


1. ISSUANCE OF TRAVEL AUTHORITY

Brief Description of the Service

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

Office or Division:	Office of the University President			
Classification:	Simple Transactions			
Type of Transaction:	G2C -Government to Government			
Who may avail:	University Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter from NEUST employee			Requesting party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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>
TOTAL		None	5 minutes	



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



1. PROCESSING OF DOCUMENTS FOR REVIEW AND VPAA ACTION

Brief Description of the Service

This service covers the receipt, verification of completeness, recording in the document tracking system, review, routing for the Vice President for Academic Affairs (VPAA) action, and release of official documents submitted to the Office of the University Vice President for Academic Affairs (OVPAA).

The process includes checking required signatures and attachments, endorsing the document for appropriate action, updating the tracking system, scanning for office safekeeping, and releasing the document to the authorized receiving party.

Processing applies to complete documents submitted by university personnel, campuses, colleges, departments, and offices.

Office or Division:	Office of the University Vice President for Academic Affairs			
Classification:	Simple			
Type of Transaction:	G2G- Government to Government			
Who may Avail:	University Personnel, Campuses, Offices, Colleges, Departments, and Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) duly accomplished and signed document with complete attachments		Concerned University Personnel / Campus / Office / College / Department / Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit or forward the request/document for the VPAA's signature or approval.	1.1 Receives the submitted document.	None	1 Minute	Receiving Clerk/Staff
	1.1.1 Verifies the completeness of information, required signatures and attachments. If deficiencies are found, the document is immediately returned to the client	None	3 Minutes	Receiving Clerk/Staff



	with a note indicating the missing requirements.			
	1.1.2 Records the submission in the incoming logbook.	None	1 Minute	Client
	1.1.3 Records the document in the official document tracking system.	None	1 Minutes	Receiving Clerk/Staff
	1.1.4 Forwards the complete document to the Secretary/Technical Assistant (TA) for review.	None	1 Minute	Receiving Clerk/Staff
	1.1.5 Reviews the document and forwards it to the VPAA for approval or appropriate action.	None	2 Minutes	Secretary/ Technical Assistant
	1.1.6 Reviews and acts on the document as appropriate.	None	2 Minutes	Vice President for Academic Affairs
	1.1.7 Upon receipt of the document acted upon by the VPAA, processes the document in accordance with the VPAA's action and, if approved, forwards it to the Releasing Clerk/Staff for recording and release.	None	3 Minutes	Secretary/ Technical Assistant



	1.1.8 Updates the document status in the tracking system, scans and files an electronic copy for office records.	None	2 Minutes	Releasing Clerk/Staff
	1.1.9 Prints the outgoing logsheet and secures the signature of the authorized receiving party upon release of the document.	None	2 Minutes	Releasing Clerk/Staff
	TOTAL	None	18 minutes	
<p><i>Processing time applies to complete documents submitted during regular working hours and is subject to the availability of the approving authority.</i></p>				



Offices under the Office of the University President



**Office of the Board Secretary
Internal Services**



1. REQUESTING AND RELEASING OF DOCUMENTS

Brief Description of the Service

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

Office or Division:	Office of the Board Secretary			
Classification:	Simple Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	University personnel campuses/offices/ college departments/units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document Request Form (2 copies) Acknowledgement Receipt Form (2 copies)		University personnel campuses/offices/ college departments/units		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Formal Written Letter of Request to the Office of the President (CMO No. 07, s. 2022)	1.1 A formal written letter of request addressed to the Office of the President should be made. Once the request is approved or disapproved, the letter will be forwarded to the Office of the Board Secretary.	None	3 Minutes	<i>Board Secretary/Staff,</i> Office of the Board Secretary
	1.2 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,	None	1 Minute	<i>Office Board Secretary/Staff,</i> Office of the Board Secretary



	messenger or text messages.			
2. Submit the Document Request Form to the Office of the Board Secretary	2.1 The Office Staff shall prepare the documents for release.	None	3 Minutes	<i>Board Secretary/Staff, Office of the Board Secretary</i>
3. The requester or the concerned University personnel campuses/offices/ college departments/units receives the requested documents.	3.1. The Office Staff shall release the requested documents to the requester.	None	1 Minute	<i>Office staff, Office of the Board Secretary</i>
4. The requester or the concerned University personnel campuses/offices/ college departments/units shall fill out the Acknowledgement Receipt form in 2 copies.	4.1 The Office Staff shall issue the Document Acknowledgement Receipt form in 2 copies to the requester.	None	2 Minutes	<i>Office staff, Office of the Board Secretary</i>
	TOTAL	None	10 Minutes	



Management Information System Office

External Services



1. ISSUANCE OF IDENTIFICATION CARD

Brief Description of the Service

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

Office or Division:	Management Information System Office			
Classification:	Simple Transactions			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	University students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fully accomplished Google form for Identification Card given by MIS Staff.		University students		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. University students must fill up the Google form (Identification Card) given by MIS staff.	<p>1.1 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 staff shall verify the information submitted by the students.</p> <p>1.4 The MIS staff shall encode the information submitted by the students digitally and student's E-signature after the encoding.</p> <p>1.5 The MIS personnel will generate and print the ID Card</p>	None	10 Minutes	Assigned MIS staff on the Issuance of ID, MIS Office



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	10 Minutes	Assigned MIS staff on the Issuance of ID, MIS Office
	TOTAL	None	20 Minutes	



2. CONDUCT OR SERVE AS RESOURCE PERSON FOR TECHNICAL TRAININGS / WORKSHOPS / SEMINARS

Brief Description of the Service

This service applies to all current enrolled students, employees and external stakeholders of Nueva Ecija University of Science and Technology who wish to request for trainings on different technologies.

Office or Division:		Management Information System Office		
Classification:		Complex Transactions		
Type of Transaction:		G2C-Government to Citizen		
Who may avail:		University students, Employees, Requesting Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request addressed to the President Training Design		Provided by requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting clients will write the president asking permission to conduct a training or request a resource person	MIS office will forward the request to OUP	None	5 Minutes	MIS Director Email Helpdesk Clerk
2. Once endorsed by the president, the MIS director will coordinate with the requesting client to discuss the details through an exploratory meeting.	MIS meeting with requesting party.	None	1 Hour	MIS Client
	TOTAL	None	1Hr 5 Minutes	



3. CONSULTANCY SERVICES

Brief Description of the Service

This service applies to all current enrolled students, employees and external stakeholders of Nueva Ecija University of Science and Technology who wish to request for CONSULTANCY services on different technologies.

Office or Division:	Management Information System Office			
Classification:	Complex Transactions			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	University students, Employees, Requesting Agencies			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Letter of Request addressed to the	Provided by requesting party			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Requesting clients will write the president asking permission to invite an MIS personnel/s consultant/s	MIS office will forward the request to OUP	None	5 Minutes	MIS Director Email Helpdesk Clerk
2. Once endorsed by the president, the MIS director will coordinate with the requesting client to discuss the details through an exploratory meeting.	MIS meeting with requesting party.	None	1 Hour	MIS Client
	TOTAL	None	1Hr 5 Minutes	



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.

Office or Division:	Management Information System Office			
Classification:	Simple Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	Employees, Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Job Order Request Form			University personnel	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Office personnel/students issues a manual/online request for technical support and specify the problem encountered or task to be done.	<p>1.1 The office will assign an MIS staff based on the nature of the problem (network, software bug, event assistance, device error, PC repair) 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>	None	<p>5 minutes check up, inspection</p> <p>Actual time to repair depends on the issues of</p>	<i>Assigned MIS staff, NEUST personnel</i>



	1.3 Start installation/configuration if new device is needed to be configured.		the equipment. (1 hour or more) Actual time to repair depends on the issues of the equipment. (1 hour or more)	
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>
	TOTAL	None	2 hours and 5 minutes	



2. Institutional Email Creation

Brief Description of the Service

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

Office or Division:	Management Information System Office			
Classification:	Simple Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	Employees, Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Email Request Form		MIS		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Office personnel/students issues a manual/online request for creation of NEUST Institutional Email(@neust.edu.ph) or Google Workspace(@ineust.ph.education)	1.1 The office will forward the request to the Email administration for creation	None	10 minutes	MIS Director Email Administrator
	1.2 The new email address and temporary password will be forwarded to the end user		15 Minutes	
	TOTAL	None	25 minutes	



3. Internet Connection Bills Monitoring

Brief Description of the Service

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

Office or Division:	Management Information System Office			
Classification:	Simple Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	Employees, Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Account from Provider		ISP Provider		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provider / ISP / Telco issues Statement of Account	The assigned MIS staff will forward the SOA to Accounting Office for creation of voucher.	None	10 minutes	MIS Director Helpdesk Clerk
	TOTAL	None	10 minutes	



4. Renewal of Licenses and other IT Subscriptions

Brief Description of the Service

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

Office or Division:	Management Information System Office			
Classification:	Simple Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	Employees, Graduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Account from Provider		ISPProvider		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provider / ISP / Telco issues Statement of Account	The assigned MIS staff will forward the SOA to Accounting Office for creation of voucher.	None	10 minutes	MIS Director Helpdesk Clerk
	TOTAL	None	10 minutes	



5. Systems Development

Brief Description of the Service

This service is available for offices and colleges. The MIS office in consultation with the Office of the President will propose systems to be developed for the year.

Office or Division:	Management Information System Office			
Classification:	Highly Technical Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	Offices, Colleges, Employees, Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent Requesting for Systems Development.		To be prepared by the requesting party		
Initial consultation with MIS and End users				
Must be included in the ISSP and PPMP				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Initial talks between End User and MIS Director to discuss the possibility and prioritization of systems.	1. The end user must seek consultation with the Dev Team to discuss the scope of the project, cost and timeline. 2. The MIS director will determine if the system will be for in-house development or for procurement considering the scope, budget and need.	None	2-3 Hours initial Meeting	<i>MIS Director, Devteam, End User</i>



2. Scenario: The system needs to be purchased from a third-party vendor,	1. The MIS Director will help the end user in crafting the scope, terms of reference and assessing the funding	None	1 Week	<i>MIS Director</i>
3. Submission of letter request and PR for approval of the Execom and the Board if needed.	1. Procurement process commence, delivery depending on the complexity of the system from 45 to 90 days if needed.	None	45 days	<i>Budget, Procurement, Supply, MIS, End User</i>
	TOTAL	None	52 days, 3 Hrs or more	



Civil Security Unit

External/Internal Service

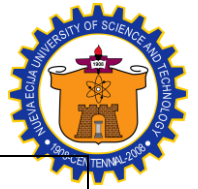


1. CLAIMING OF LOST AND FOUND ITEMS

Brief Description of the Service

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

Office or Division	Civil Security Unit			
Classification	Simple Transactions			
Type of Transaction	G2G-Government to Government G2C-Government to Citizen			
Who may avail:	University personnel, students Outside Visitors/Guests			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID (1 copy) Claim Form (1 copy)		University personnel, students, visitors and guests		
CLIENTS STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Persons losing personal property items should report the details to the Office of the Civil Security Unit, who shall immediately check if the items were surrendered or found soon as they become aware of the loss.	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 verification	3.1 The Security Personnel shall request the claimer to sign	None	2 Minutes	CSU Admin Clerk



	the security Record Book (Claim Form) before the turnover of item/s.			
TOTAL		None	5 Minutes	

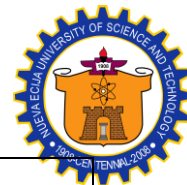


2. REQUEST OF GATE PASS/RFID STICKER

Brief Description of the Service

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

Office or Division	Civil Security Unit			
Classification	Simple Transactions			
Type of Transaction	G2G-Government to Government G2C-Government to Citizen			
Who may avail:	University personnel, students and concessionaires'			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Gate Pass form (1 photocopy) Vehicles OR/CR (1 photocopy) Driver's License (1 photocopy) 2x2 picture (1 original copy) If employee or student (photocopy of ID) (If employee (1 photocopy of ID) If student (1 photocopy of COR)		University personnel, students and concessionaires'		
CLIENTS STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.The requestor shall fill up the gate pass form and provide all the requirements needed and submit to the office of Civil Security Unit	1.1 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	None	2 Minutes	CSU Admin Clerk



	expired documents.			
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
TOTAL			1 day and 4 Minutes	

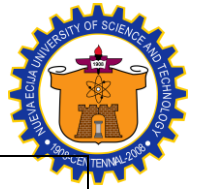


3. REVIEW OF CCTV

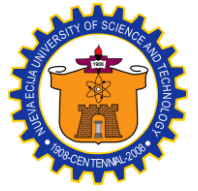
Brief Description of the Service

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.

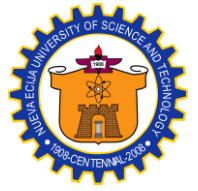
Office or Division	Civil Security Unit			
Classification	Simple Transactions			
Type of Transaction	G2G-Government to Government G2C-Government to Citizen			
Who may avail:	University personnel, students Outside Visitors/Guests			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form (1 copy) (CCTV Review Form (1 copy)		University personnel, students Outside Visitors/Guests		
CLIENTS STEP	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Requestor shall fill up the request form for the reviewing of CCTV and shall indicate the scope of date and time where the incident happens.	1.1 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	None	4 Minutes	CSU Admin Clerk



	requested scope of time and date where the incident happens. Incident report shall properly record to the security record book.			
TOTAL		None	7 Minutes	



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



Office of the Admission and Registration External Services

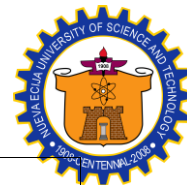


1. ADMISSION SERVICES FOR PROSPECTIVE ENROLLEES IN COLLEGE LEVEL

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.

Office or Division:	Office of Admission and Registration			
Classification:	Complex Transactions			
Type of Transaction:	G2C -Government to Citizens (Students)			
Who may avail:	Graduates of Senior High School			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2x2 picture		Student applicant		
E-signature		Student applicant		
Grade 12 Report Card (SF9) with 1 st Quarter Grades or Student Permanent Record (SF 10)		Student applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	1hour, 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
	TOTAL	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 Grade 7 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.

Office or Division:	Office of Admission and Registration			
Classification:	Complex Transactions			
Type of Transaction:	G2C -Government to Citizens (Students)			
Who may avail:	Graduates of Elementary Education			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certified True Copy of Form 137-A/SF10 (Grade 5)		Student applicant		
Certified True Copy of Report Card/SF9 with 1 st Quarter Grades (Grade 6)		Student Applicant		
Two pieces of identical 2x2 picture with white background.		Student applicant		
Certificate of Good Moral Character.		Student applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1. Submit certified true Copy of Grade 5 Form 137 and 1 st quarter grade (Grade 6) to the Office of the LHS Principal.	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
TOTAL		PHP180.00	5 Days, 1 hour and 38 Minutes	



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

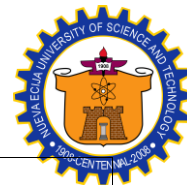
Brief Description of the Service

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.

Office or Division:	Office of Admission and Registration			
Classification:	Complex Transactions			
Type of Transaction:	G2C-Government to Citizens (Students)			
Who may avail:	Qualifiers for Grade 7/Junior High School Curricular Program			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Form 137 and 138 (original copy)		Qualified applicant		
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCES SING TIME	PERSON RESPONSIBLE
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 USG/Insurance</p>	<p>4 Minutes</p>	<p><i>Cashier's Office Personnel / Student</i></p>



		- 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
	TOTAL	PHP 6,910.00	10 Minutes	



4. ENROLLMENT/REGISTRATION OF NEW COLLEGE STUDENTS

Brief Description of the Service

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

Office or Division:	Office of Admission and Registration			
Classification:	Complex Transactions			
Type of Transaction:	G2C -Government to Citizens (Students)			
Who may avail:	Qualified and admitted applicants for college studies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Form 137 and 138		Qualified Applicants		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
TOTAL		None	7 Minutes	



5. ENROLLMENT/REGISTRATION OF OLD COLLEGE STUDENTS

Brief Description of the Service

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

Office or Division:	Office of Admission and Registration			
Classification:	Complex Transactions			
Type of Transaction:	G2C-Government to Citizens (Students)			
Who may avail:	Old college students (enrolled last semester/year)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student login username and password		Old college students (enrolled last semester/year)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Login to enroll.neust.edu.ph using the password and username given before. Update 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
	TOTAL	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.

Office or Division:	Office of Admission and Registration			
Classification:	Complex Transactions			
Type of Transaction:	G2C-Government to Citizens (Students)			
Who may avail:	New Students in Advance Education (Masteral and Doctoral Programs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original copy of TOR (<i>in Undergraduate Degree for applicant in Masteral Studies;</i> <i>TOR in Master's Degree for applicant in Doctoral Studies</i> 1 pc Passport Size Photograph 2 letters of Recommendation		Student-Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.New enrollees will log in to 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 - PHP 100.00</p>	<p>3 Mins</p>	<p>Cashier's Office Personnel, Student</p>
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		<p>Library Fee - PHP 100.00</p> <p>Medical. Dental Fee - PHP 80.00</p> <p>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>		
4.Payment in the NUEST cashier On line banking process (LBP)	4.1 Check and verification	None	1 Minute 5 Minutes	<i>Accounting / Cashier / student</i>
5. If verified, print Certificate of Registration (COR).		None	1 Minute	<i>Student</i>
			10- Mins if payment is made in NEUST	



TOTAL	PHP 8,240.00	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.

Office or Division:	Office of Admission and Registration			
Classification:	Complex Transactions			
Type of Transaction:	G2C -Government to Citizens (Students)			
Who may avail:	New Students in Advance Education (Masteral and Doctoral Programs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Latest 2x2 formal picture, selfie and digital signature		Student-Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Login to enroll.neust.edu.ph using the password and username given before. Update 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- PHP 50.00 Publication - PHP 100.00	3 Minutes thru NEUST Cashier	<i>Cashier's Office Personnel/ Land Bank/student</i>



		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 - PHP 100.00 Library Fee - PHP 100.00	5 Minutes thru online (LBP)	
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		<p>Medical. Dental Fee</p> <p>- PHP 80.00</p> <p>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)</p> <p>(PHP500.00/ unit for Doctoral)</p>		
<p>5.If payment is done in the Cashiers' Office, student can immediately receive notification to print the certificate of registration</p> <p>If payment is done thru on line, student should upload proof of payment and wait for verification. If</p>	5.1 Verification	None	<p>1 Minute</p> <p>3 Minutes</p>	<p><i>Accounting / Cashier / Student</i></p>



verified, student can print Certificate of Registration (COR).				
TOTAL			7 Minutes – If payment is done thru NEUST Cashier	
			11 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.

Office or Division:	Office of Admission and Registration			
Classification:	Complex Transactions			
Type of Transaction:	G2C-Government to Citizens (Students)			
Who may avail:	Current Junior High School Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Form 138		Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Login to enroll.neust.edu.ph using the password and username given before. Update 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 - PHP 70.00 Publication - PHP 200.00	2 Minutes	Cashier's Office Personnel/Bank Personnel



		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 - 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.

Office or Division:	Office of Admission and Registration			
Classification:	Complex Transactions			
Type of Transaction:	G2C -Government to Citizens (Students)			
Who may avail:	Current Junior High School Students (<i>Completers of Grade 10</i>)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student login username and password		Current Junior High School Students (<i>Completers of Grade 10</i>)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Login to enroll.neust.edu.ph using the password and username given before. Update 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 Publication- PHP 100.00	1 Minute	Cashier's Office



		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>
TOTAL		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.

Office or Division:	Office of Admission and Registration			
Classification:	Complex Transactions			
Type of Transaction:	G2C-Government to Citizens (Students)			
Who may avail:	New/transferring students from other schools			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Transcript of Records (1 copy)		Student-Applicant		
Certificate of Good Moral Character (1 copy)				
Certificate of Honorable Dismissal (1 copy)				
Evaluation Form (1 copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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 to be able to enroll.	2.1 Assist student/s.	None	2 minutes	Student



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
TOTAL			17 Minutes	



11. ISSUANCE/RELEASE OF CERTIFICATES

Brief Description of the Service

Issuance of academic certifications such as: Certificate of Grades; Certificate of Enrollment; Certificate of Earned Units; Certificate of English as Medium of Instruction; Certificate of General Weighted Average (GWA); and Certificate of Honorable Dismissal. These documents are issued for employment, scholarship, transfer, and other lawful purposes.

Office or Division:	Office of Admission and Registration			
Classification:	Simple Transactions			
Type of Transaction:	G2C -Government to Citizens (Students)			
Who may avail:	Students, Graduates/Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form Valid ID Official Receipt		OAR Client Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up request form.	1.1 Check completeness of request form and advise client to proceed to the Cashiers' office.	None	3 Minutes	OAR Staff
2. Pay required fee	2.1 Receive payment	Certificate of Grades – P10.00 Certificate of Enrolment – P10.00 Certificate of Earned Units – P10.00	2 Minutes	Cashier



		<p>Certificate of English as Medium of Instruction - P50.00 Documentary Stamp -P30.00</p> <p>Certificate of General Weighted Average - P50.00 Documentary Stamp - P30.00</p> <p>Certificate of Honorable Dismissal – P10.00</p>		
3. Present receipt to the OAR staff	3.1 Release requested certificate.	None	3minutes	OAR Staff
TOTAL		8 Minutes		



12. FIRST ISSUANCE OF TRANSCRIPT OF RECORDS (TOR)

Brief Description of the Service

Issuance of official Transcript of Records (TOR) for employment, transfer to another institution, board examination, and other lawful purposes.

Office or Division:	Office of Admission and Registration			
Classification:	Simple Transactions			
Type of Transaction:	G2C -Government to Citizens (Students)			
Who may avail:	Students, Graduates/Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form Valid ID Official Receipt Clearance Form		OAR Client Cashier OAR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up request form.	1.1 Check completeness of request form and advise client to proceed to the Cashiers' office	None	3 Minutes	OAR Staff
2. Complete Clearance	2.1 Check and verify the completeness and authenticity of the signatories and provide payment slip	None	2 Minutes	OAR Staff



3. Pay required fee	3.1 Receive payment	Documentary Stamp – P10.00	2 minutes	Cashier
4. Present Official Receipt	4.1 Process and prepare TOR. 4.2 Issue Claim slip	None	3 days	OAR Staff
5. Claim document on scheduled Release date	5.1 Release TOR	None	2 minutes	OAR Staff
TOTAL		3 days + 9 Minutes Frontline processing		



13. REISSUANCE OF TRANSCRIPT OF RECORDS (TOR)

(Special Case – For Retaking the Licensure Examination)

Brief Description of the Service

Processing and reissuance of Transcript of Records (TOR) for graduates who intend to **retake the Licensure Examination** and require an updated TOR indicating the specific board examination date.

This transaction requires **approval of the Dean of the College** prior to processing.

Office or Division:	Office of Admission and Registration			
Classification:	Simple Transactions			
Type of Transaction:	G2C -Government to Citizens (Students)			
Who may avail:	Students, Graduates/Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form Valid Government-Issued ID Official Receipt		OAR Client Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out request form.	1.1 Review completeness of request and endorse to Dean for approval	None	5 Minutes	OAR Staff
2. Accomplish request form	2.1 Check and verify the authenticity of the signatory	None	1 Minute	OAR Staff
3. Pay required fee	3.1 Receive payment	TOR- P150.00 per page	2 minutes	Cashier



		Documentary Stamp – P30.00		
4. Present Official Receipt	4.1 Prepare and process TOR 4.2 Issue Claim slip	None	3 days	OAR Staff
5. Claim document on scheduled Release date	5.1 Release TOR	None	2 minutes	OAR Staff
TOTAL		3 days + 10 Minutes Frontline processing		



14. ISSUANCE OF CERTIFICATION, AUTHENTICATION AND VERIFICATION (CAV)

*(For DFA Apostille / International Use)
(Complex Transaction)*

Brief Description of the Service

Processing of Certification, Authentication and Verification (CAV) of academic documents for submission to the Department of Foreign Affairs (DFA) for Apostille or international credential evaluation. This requires verification of academic records and preparation of sealed authentication documents.

Office or Division:	Office of Admission and Registration			
Classification:	Complex Transactions			
Type of Transaction:	G2C -Government to Citizens (Students)			
Who may avail:	Students, Graduates/Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form Original Academic Documents (TOR/Diploma) Valid Government-Issued ID Official Receipt		OAR Client Client Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request and document	1.1 Verify authenticity of records	None	10 Minutes	OAR Staff
2. Pay required fee	2.1 Received payment	CAV – P50.00 Documentary stamp – P30.00	2 Minutes	Cashier



3. Present Official Receipt	3.1 Prepare CAV and endorse for release 3.2 Issue Claim slip	None	6 working days	OAR Staff
4. Claim document on scheduled Release date	4.1 Release TOR	None	2 minutes	OAR Staff
TOTAL		6 days + 14 Minutes Frontline processing		



15. REISSUANCE OF ARCHIVED TRANSCRIPT OF RECORDS (TOR)

Brief Description of the Service

Processing and reissuance of Transcript of Records (TOR) for graduates whose academic records are already archived and require manual retrieval, verification, and validation prior to release.

This applies to:

- Graduates from previous academic years whose records are stored in archives
- TOR reissuance due to loss, damage, or additional copies requested after initial issuance

Office or Division:	Office of Admission and Registration			
Classification:	Complex Transactions			
Type of Transaction:	G2C -Government to Citizens (Students)			
Who may avail:	Graduates and Alumni with archived academic records			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form Valid Government-Issued ID Affidavit of Loss (If applicable) Official Receipt		OAR Client Client Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished request form.	1.1 Verify student identity and check Record availability	None	10 Minutes	OAR Staff
2. Pay required fee	2.1 Received payment	Documentary stamp – P30.00 TOR – P150.00 per page	2 Minutes	Cashier



3. Present Official Receipt	3.1 Retrieved archived records, verify authenticity, prepare TOR 3.2 Issue Claim slip	None	6 days	OAR Staff
4. Claim document on scheduled Release date	Release TOR	None	2 minutes	OAR Staff
TOTAL		6 days + 14 Minutes Frontline processing		



Office of the University Library External/Internal Services



1. ISSUANCE OF LIBRARY CARD

Brief Description of the Service

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

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



2. SIGNING OF LIBRARY CLEARANCE

Brief Description of the Service

This service covers the process in the library where a user's library account is closed in a regular manner and contains no outstanding loans or fines.

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



1. BORROWING/CHARGING OUT OF LIBRARY MATERIALS

Brief Description of the Service

This service covers the process for checking out General Circulation materials to ensure quality service to clients.

Office or Division:	Office of the University Library			
Classification:	Simple Transactions			
Type of Transaction:	G2G-Government to Government G2C-Government to Citizen			
Who may Avail:	NEUST faculty/students			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Library articles, books, and other Materials		NEUST faculty/students		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search for the author/topic needed in the Online Public Access Catalog (OPAC).		None	2 minutes	Librarian/ Library Staff, Office of the University Library
2. Present your library card and school ID to the staff in charge at the desk. Get the book from the open shelves. Fill up the book card	2.1 The Librarian/library staff shall scan the barcode after the release of the received material/s for borrowing/ checking out	None	2 minutes	Librarian/ Library Staff, Office of the University Library
3. Present books to be borrowed	3.1 Receive materials to be	None	1 minute	Librarian/ Library Staff, Office of the



together with the library card	borrowed/ check out	None	1 minute	University Library
	3.2 Check and verify ID/ Library card (should be valid and countersigned)			
2. Wait for the books to be processed for check-out	4.1 Print the receipt for the 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
	TOTAL	None	8 minutes	



4. RETURNING/CHECKING IN LIBRARY MATERIALS

Brief Description of the Service

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

Office or Division:	Office of the University Library			
Classification:	Simple Transactions			
Type of Transaction:	G2G-Government to Government G2C-Government to Citizen			
Who may Avail:	NEUST faculty/students			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Date Due Slip, Library card, Book card, Official Receipt		NEUST faculty/students		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 the transaction receipt for the books returned	2.1 Scan the 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 out the overdue fine slip and give it to the borrower to be paid at the Cashier.	3.1 The Librarian/library staff shall provide the Overdue Fine Slip.	Library Fines	2 minutes	Librarian/ Library Staff, Office of the University Library, Cashier



4. The cashier shall provide an 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 notes in the logbook for overdue fines, the Official Receipt Number, and the borrower will sign his/her name in the logbook.	6.1 The librarian/library staff shall log-in the name of the borrower's name in the log-book for easy retrieval and references	None	4 minutes	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 a duly signed library clearance	None	1 minute	Librarian/ Library Staff, Office of the University Library
	TOTAL	None	16 minutes	



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.

Office or Division:	Office of the University Library			
Classification:	Simple Transactions			
Type of Transaction:	G2G-Government to Government G2C-Government to Citizen			
Who may Avail:	NEUST faculty/students			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Library logbook, log sheet (1 copy)		NEUST faculty/students		
Library Card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present books for renewal	1.1 Receive books for processing of renewal (Go to the 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 the book card of the book/s for renewal		1 minute	
	1.3 Hand in book card to the client			



2. Fill out the book card with name, college, and student/employee number, and present library staff at the Circulation desk	2.1 Sign the book card 2.2 Scan the 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 the receipt for the 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
	TOTAL	None	6 minutes	



4. REQUESTING/PAGING PERIODICALS/JOURNALS

Brief Description of the Service

This service covers the process of obtaining the journals and periodicals they need from different colleges to ensure quality service to clients, for room use only.

Office or Division:	Office of the University Library			
Classification:	Simple Transactions			
Type of Transaction:	G2G-Government to Government G2C-Government to Citizen			
Who may Avail:	NEUST faculty/students			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Valid ID for the current semester Library card		NEUST faculty/students		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to the logbook and request the material to the Library staff on duty at the request desk	1.1 Instruct the client to log in to the 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 shelf	None	3 minutes	Librarian/ Library Staff, Office of the University Library



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



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

Office or Division:	Office of the University Library			
Classification:	Simple Transactions			
Type of Transaction:	G2G-Government to Government G2C-Government to Citizen			
Who may Avail:	NEUST faculty/students			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Valid ID for the current semester Copy of Faculty/Employee's Appointment		NEUST faculty/students		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the General Reference Section and fill out the Library Orientation Session Logbook	1.1 Hand-in Library Orientation Session Logbook to the client	None	1 minute	Librarian/ Library Staff, Office of the University Library
2. Fill out the 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 the completed Library Orientation Schedule Logbook to the	3.1 Verify availability of the time	None	2 minutes	Librarian/ Library Staff, Office of the University Library



Reference Librarian	schedule and the venue			
4. Wait for the confirmation of the availability of the requested time schedule and venue	4.1 Verify availability of the time schedule and the venue	None	1 minutes	Librarian/ Library Staff, Office of the University Library
5. Receive confirmation of the 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
	TOTAL	None	8 minutes	



6. REFERENCE/INFORMATION AND BIBLIOGRAPHIC SERVICES

Brief Description of the Service

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

Office or Division:	Office of the University Library			
Classification:	Simple Transactions			
Type of Transaction:	G2G-Government to Government G2C-Government to Citizen			
Who may Avail:	NEUST faculty/students			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Valid ID for the current semester Library card		NEUST faculty/students		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 the query with the 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 the information	3.1 Analyze the query and determine a possible	None	5 minutes	Librarian/ Library Staff, Office of the University Library



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



7. USE OF PCs TO ACCESS E-LIBRARY

Brief Description of the Service

This service covers the process of using PCs to access the e-library, which makes books and other reading materials available to users to enhance the quality of education and research.

Office or Division:	Office of the University Library			
Classification:	Simple Transactions			
Type of Transaction:	G2G-Government to Government G2C-Government to Citizen			
Who may Avail:	NEUST faculty/students			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Valid ID for the current semester Library card			NEUST faculty/students	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Electronic Resources Room and log in to the Facilities Use Transactions Log	1.1 Instruct the client to log in	None	1 minute	Librarian/ Library Staff, Office of the University Library
2. Present Library Card	2.1 Receive the Library card	None	1 minute	Librarian/ Library Staff, Office of the University Library
4. Proceed to use available PCs			1 minute	Librarian/ Library Staff, Office of the University Library
	TOTAL	None	3 minutes	



8. USE OF NEUST LIBRARY SPACES

Brief Description of the Service

This service covers the process for customers to get their reservations, making it easier for them to access various purposes.

Office or Division:	Office of the University Library			
Classification:	Simple Transactions			
Type of Transaction:	G2G-Government to Government G2C-Government to Citizen			
Who may Avail:	NEUST faculty/students			
CHECKLIST REQUIREMENTS		WHERE TO SECURE		
Request Letter		NEUST faculty/students		
Valid ID				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the letter of request. Accomplish logbook for reservation for the use of the NEUST Libraries space addressed to the University President, recommending approval by the University Librarian, and noted by the Campus Librarian.	1.1 Receive reservation	None	1 minute	Librarian/ Library Staff, Office of the University Library
	1.2 Verify the availability of the space requested and forward it 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	None	3 minutes	Librarian/ Library Staff, Office of the University Library



	University Librarian)			
	TOTAL	None	6 minutes	



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

Brief Description of the Service

This service covers the process of allowing non-users to provide literacy and educational resources and services to anyone in need or seeking access, subject to proper requirements.

Office or Division:	Office of the University Library			
Classification:	Simple Transactions			
Type of Transaction:	G2C -Government to Citizen			
Who may avail:	NEUST students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a valid ID with a picture and a referral letter at the Registration Desk	1.1 Check/Verify the validity of the ID presented	None	1 Minute	Librarian/Library Staff, Office of the University Library
2. Log in the logbook	2.1 Check for completeness of information	None	2 Minutes	Librarian/ Library Staff, Office of the University Library
3. Receive a valid Library Card/ Permit	3.1 Issue a valid Library Card/Permit	None	1 Minute	Librarian/ Library Staff, Office of the University Library
TOTAL		None	4 minutes	



Office of the Guidance and Counseling Office External Services



1. CERTIFICATION OF GOOD MORAL CHARACTER

Brief description of the service

Upon request, bona fide students and graduates can be issued with a Certification of Good Moral Character for whatever legal purpose the document may serve.

Office of Division:	Guidance and Counseling Office			
Classification:	Simple Transactions			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	NEUST Students and Graduates			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Official Receipt amounting to Php 10.00 per copy. 2. Authorization Letter signed by the student or graduate and a valid ID of the requesting party and that of the representative.		Cashier's Office Student, Graduate and their Representative		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay document fee at the Cashier's Office.	1. Issue an Official Receipt	10.00 pesos for one printed copy of the certificate	1 minute	Cashier
2. Fill out the Good Moral Certificate Logbook in the office or online.	2. Issue the Certification of Good Moral Character signed by the Guidance Counselor or designated personnel.	Not applicable	1 minute	Guidance personnel



3. Fill out the Client Feedback Form online.	3. Improve services based on evaluation	Not applicable	1 minute	Guidance personnel
4. If the University Seal is needed, proceed to the Office of Admission and Registration	3. OAR seals the certificate.	Not applicable	1 minute.	OAR personnel
TOTAL		10.00 per copy	3-4 minutes	



2. COUNSELING SERVICE

Brief description of the service

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

Office of Division:	Guidance and Counseling Office			
Classification:	Simple Transactions			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	NEUST Students and Graduates			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
None		None		
CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Student walks into the office or secures an appointment in-person or online.	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 Improve services based on evaluation	Not applicable	1 minute	Guidance personnel



3. If needed, schedule another session.	3.1 Follow up with the counselee	Not applicable	60 minutes	Registered Guidance Counselor
TOTAL			61-121 minutes	



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



1. ISSUANCE OF CERTIFICATION OF INCLUSION IN THE FREE HIGHER EDUCATION

Brief Description of the Service

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

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



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

Brief Description of the Service

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

Office or Division:	Office of the Student Affairs/ Scholarship and Financial Assistance			
Classification:	Simple Transaction			
Type of Transaction:	G2C -Government to Citizen			
Who may avail:	NEUST students			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
Photocopy of Certificate of Registration			The client will provide	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The University student shall proceed to the Office of Student Affairs and provide a photocopy of the Certificate of Registration.	1.1 The SFAO personnel shall collect the requirements 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			
TOTAL		NONE	4 minutes	



3. APPLICATION FOR UniFAST TERTIARY EDUCATION SUBSIDY

Brief Description of the Service

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

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



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





<p>15aD7Q/viewform?fbclid=IwAR3yX4TGWNHROdfLAZtgD4j9rX6RuumESEmlxhTIGU9c6r9wl8Zp-h4Ka1s</p> <p>2. The University student can print the signed PDF or proceed to the Office.</p>	<p>shall issue the Certificate of Inclusion in Free Higher Education.</p>			<p>SFAO personnel, Office of Student Affairs</p>
TOTAL		NONE	2 minutes	



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

Brief Description of the Service

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

Office or Division:	Office of the Student Affairs/ Scholarship and Financial Assistance			
Classification:	Simple Transactions			
Type of Transaction:	G2C -Government to Citizen			
Who may avail:	NEUST students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Photocopy of Certificate of Registration			The client will provide	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. The University student shall visit the Facebook page of the Scholarship and Financial Assistance, scan the QR code, or fill out the Certificate of No Nationally Funded Scholarship or Financial Assistance Received E-Logbook.</p> <div style="text-align: center;">  <p>QR Code for Online Issuance of Certification</p> </div> <div style="text-align: center;">  <p>SCHOLARSHIP AND FINANCIAL ASSISTANCE OFFICE</p> </div>	1.1 The SFAO personnel shall gather the information provided by the student from the E-Logbook, including any nationally funded scholarship or financial	none	1 minute	SFAO personnel, Office of Student Affairs and Services



<p>https://docs.google.com/forms/d/e/1FAIpQLSeArbUgDeJCMf7BdycGAbXtehNfn5hW2uBJ4iYGG4kM15aD7Q/viewform?fbclid=IwAR3yX4TGWNHROdfLAZtgD4j9rX6RuumESEmlxhTIGU9c6r9wl8Zp-h4Ka1s</p> <p>2. The University student can print the signed PDF or proceed to the Office.</p>	<p>assistance received.</p> <p>1.2 The SFAO personnel shall verify and issue the Certification of No National Scholarship or Financial Assistance Received</p>		3 minutes	SFAO personnel, Office of Student Affairs and Services
TOTAL		NONE	4 minutes	



	gathered information to the UniFAST Portal.		3 minutes	SFAO personnel, Office of Student Affairs and Services
TOTAL		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 University Student Organizations (USO) of NEUST.

Office or Division:	Office of Student Organizations, Activities and Development			
Classification:	Simple Transactions			
Type of Transaction:	G2C -Government to Citizen			
Who may avail:	NEUST students/college or campus student and advisers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Application for Recognition (NEUST-OSAS-F026) (3 copies) Letter of acceptance of adviser (NEUST-OSAS-F027) (3 copies) List of officers and members (NEUST-OSAS-F029) (3 copies) List of Projects and Proposed activities (NEUST-OSAS-F030) (3 copies) Constitution and By Laws (3 copies)		NEUST students/college or campus student and advisers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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 Organizations, and Activities (CSOA) will review and approve the applicant USO'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 shall review and evaluate the submitted documents from the applicant USO, after which the Dean of OSAS shall provide confirmation.</p> <p>2.2 After the evaluation process, OSOAD shall endorse the qualified USO applicants to the University President for approval. Upon approval, the OSAS, in coordination with OSOAD, shall issue the USO Certificate to Operate, which will be formally awarded during the Recognition of USO Ceremony.</p>	<p>None</p>	<p>10 minutes</p>	<p>Head, Office of Student Organizations, Activities and Development (OSOAD).</p> <p>Dean, Office of Students Affairs and Services (OSAS).</p>
<p>TOTAL</p>		<p>None</p>	<p>20 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.

Office or Division:	Office of Student Organizations, Activities and Development			
Classification:	Simple Transactions			
Type of Transaction:	G2C -Government to Citizen			
Who may avail:	NEUST students/college or campus student and advisers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Application for Recognition (NEUST-OSAS-F026) (3 copies) Letter of acceptance of adviser (NEUST-OSAS-F027) (3 copies) List of officers and members (NEUST-OSAS-F029) (3 copies) List of Projects and Proposed activities (NEUST-OSAS-F030) (3 copies) Renewal of Recognition (NEUST-OSAS-F031) (3 copies) <p>Constitution and By Laws (3 copies)</p>		NEUST students/college or campus student and advisers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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, Activities and Development (CSOA) will review and approve the applicant USO'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 shall review and evaluate the submitted documents from the applicant USO, after which the Dean of OSAS shall provide confirmation.</p> <p>2.2 After the evaluation process, OSOAD shall endorse the qualified USO applicants to the University President for approval. Upon approval, the OSAS, in coordination with OSOAD, shall issue the USO Certificate to Operate, which will be formally awarded during the Recognition of USO Ceremony.</p>	<p>None</p>	<p>10 minutes</p>	<p>Head, Office of Student Organizations, Activities and Development (OSOAD).</p> <p>Dean, Office of Students Affairs and Services (OSAS).</p>
<p>TOTAL</p>		<p>None</p>	<p>20 Minutes</p>	



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



Health Services Unit

External/Internal Services



1. HEALTH SERVICES

Brief Description of the Service

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

Office or Division:	Health Services Unit (HSU)			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2C - Government to Citizens G2G - Government to Government			
Who may avail:	<i>Bona fide</i> Students and Personnel of NEUST			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Health Profile (1 copy)		NEUST Students		
PhilHealth Membership Form		NEUST students/college or campus student and advisers		
Annual Physical Examinations (Medical/Dental)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Student Health Profile and PhilHealth Membership Form on-line	1.1 Receiving of the data	None	5 Minutes	Assigned MIS Personnel, MIS Office
2. Annual Physical Examination (Medical/Dental)	2.1 Limited to those with problems, the Health Services Unit will conduct the examination on a scheduled date	None	20 Minutes	Medical Officer, Dentist, 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	Medical Officer
	TOTAL	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.

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



disbursement including all necessary supporting documents including all necessary supporting documents	supporting documents and provides computation of DTE, Disbursement Vouchers and certification form from the accountant of no outstanding balance for cash advance requests.			Accounting Office
	1.2 Forwards supporting documents to Budget Office for assignment of Obligation (ORS/BURS)	None	2 Minutes	<i>Accounting Office Personnel</i>
	1.4 Forwards obligated supporting documents and disbursement voucher to the Office of the Vice President for Administration, Business and Finance	None	5 Minutes	<i>Accounting Office Personnel</i>
TOTAL		None	17 Minutes	



Cashier's Office Internal Services



1. CASH ADVANCE PREPARATION

Brief Description of the Service

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

Office or Division:	Cashier's Office			
Classification:	Complex Transactions			
Type of Transaction:	G2C-Government to Government			
Who may avail:	University Personnel (Internal Audit Office)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher with necessary attachments (minimum of 3 copies). Payroll with necessary attachment (minimum of 3 copies)		University Personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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
TOTAL		None	1 Day and 13 Minutes	



2. CHECK PREPARATION

Brief Description of the Service

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

Office or Division:	Cashier's Office			
Classification:	Complex Transactions			
Type of Transaction:	G2C-Government to Government			
Who may avail:	University Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher with necessary attachments (minimum of 3 copies). Payroll with necessary attachment (minimum of 3 copies)		University Personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. 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
TOTAL		None	1 Day and 15 Minutes	



3. RELEASING OF CHECKS

Brief Description of the Service

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

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



the 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
TOTAL		None	10 Minutes	



Corporate and Business Affairs Office Internal / External Services



1. 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.

Office or Division:	Corporate and Business Affairs Office (CBAO) – Bookstore Operations			
Classification:	Complex Transactions			
Type of Transaction:	Government to Business (G2B)			
Who may avail:	Book Publishing Companies or Authorized Distributors interested in consignment/book sales			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly Accomplished Book Order Form 2. Business Permit 3. DTI/SEC Registration 4. BIR Registration & Certificate of Exemption (if applicable) 5. PhilGEPS Registration 6. Price List of Books 7. Approved Purchase Request 8. Consignment Agreement 9. Sales Reports & Inventory Summaries		College Department Publishing Company Publishing Company Publishing Company Publishing Company Prepared by CBAO & signed by the President Prepared by CBAO and signed by both parties Prepared by Bookstore In-charge		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Book Order Form and submit with required documents	Receive and verify completeness of requirements	None	1 day	CBAO Staff
2. Wait for internal processing	CBAO prepares Purchase Request for approval	None	1 day	CBAO Head
-	President approves the request	None	1–2 days	Office of the President
-	CBAO prepares Consignment Agreement and sends to Legal	None	2 days	CBAO
-	Legal Department reviews and finalizes agreement	None	3–5 days	Legal Department
3. Sign agreement upon notice	Facilitate signing and notarization	Notary Fee (paid by company)	1–2 days	CBAO / Legal



4. Wait for delivery clearance	Notify supplier of approval for delivery	None	1 day	CBAO
5. Deliver books to Business Center	Receive and check delivery, witness by Supply Staff	None	1 day	Supply Office & CBAO
6. Monitor sales; return after 1 month	Sell books; handle returns of unsold items	None	1 month (selling duration)	Bookstore In-charge
-	Prepare sales reports and certificates	None	2 days	Bookstore In-charge
-	Forward payment documents to Accounting	None	1 day	CBAO
-	Processing of payment to publisher	None	5-10 working days	Accounting Office
	TOTAL		58 days	



2. 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.

Office or Division:	Corporate and Business Affairs Office (CBAO) / Office of the President				
Classification:	Complex Transactions				
Type of Transaction:	G2C (Government to Citizen) / G2B (Government to Business)				
Who may avail:	Individuals or business entities interested in renting commercial space				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1	Letter of Intent	Applicant			
2	Resume	Applicant			
3	Government-Issued ID	Applicant			
4	Endorsement Letter	CBAO			
5	Contract of Lease	CBAO			
6	Post-Dated Checks	Applicant			
7	Business Permit	Applicant			
8	DTI & BIR Registration	Applicant			
9	Sanitary Permit	Applicant			
10	Health Card	Applicant			
11	Official Receipts (Rental & Utilities)	CBAO			
12	Rental Ledger	CBAO			
13	Water & Electricity Bills	Service Providers (Meralco, Water District)			
		CBAO			
14	Water & Electricity Ledgers	CBAO			
15	Monthly Report of Accounts Receivable	CBAO			
16	Notice of Disconnection	Building Maintenance			
17	Report of Disconnection & Documentation	CBAO			
18	Demand Letter	CBAO			
19	Notice to Vacate	CBAO			
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1	Submit Letter of Intent, Resume, and ID	Receives and forwards to CBAO	None	1 working day	Office of the President
2	—	Collates and reviews letters. If multiple applicants, sends back to President's Office for evaluation	None	2–3 working days	CBAO Office of the President
3	—	Evaluates and approves the applicant(s)	None	3–5 working days	CBAO
4	—	Prepares Contract of Lease	None	2 working days	CBAO



5	Attend contract signing	Notifies client to sign and submit post-dated checks	None	1 working day	CBAO
6	Submit business documents	Verifies compliance	None	2–3 working days	CBAO
7	Pay rental dues	Issues Official Receipts	As per contract	Every 5th of the month	CBAO
8	—	Updates rental ledger	None	Ongoing monthly	CBAO
9	—	Reads utility meters (3rd of month)	None	Monthly	CBAO
10	—	Delivers utility bills (4th of month)	Utility charges	Monthly	CBAO
11	Pay utility bills	Issues Official Receipts	Based on consumption	Monthly	CBAO
12	—	Updates utility ledgers	None	By 12th and end of month	CBAO
13	—	Prepares monthly accounts receivable reports	None	By 10th of the month	CBAO
14	—	Issues notice of disconnection (for unpaid bills)	None	By 13th of the month	Building Maintenance & Gen. Services
15	—	Disconnects utility for delinquent accounts	None	By 15th of the month	CBAO
16	—	Prepares demand letters	None	Within 3 days after demand	CBAO
17	—	Issues notice to vacate (for repeated non-payment)	None		
		TOTAL			

NOTES:

- **Processing time** varies depending on the number of applicants and completeness of documents.
- Rental and utility rates are subject to individual contract terms and prevailing rates.
- Failure to comply with payment may lead to disconnection and eviction procedures.



3. ECIJA FRESH WATER REFILLING STATION (EFWRS)

REQUISITION, DELIVERY, SELLING OF ITEMS SOLD AT THE (EFWRS)

Brief Description of the Service

This procedure covers the detailed step from requisition, delivery, selling of items sold at the (EFWRS)

Office or Division:	Corporate and Business Affairs Office - EFWRS			
Classification:	Simple Transactions			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Students, University Units/Colleges, Guests			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None Order Slip (filled by staff) Payment (cash/GCash etc.), Order Slip Order Slip, Official Receipt Delivery Receipt (prepared by EFWRS) Delivery Receipt (original & duplicate) Delivery Receipt Duplicate (signed by client) Signed Delivery Receipt Duplicate		N/A Business Center Client Internal EFWRS Office EFWRS Office Provided by EFWRS Internal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Place an order (walk-in/phone/online)	Receive and confirm order details	None	3 minutes	<i>Business Center Staff</i>
Wait for confirmation	Fill out order slip, confirm details	None	2 minutes	<i>Business Center Staff</i>
Pay for the order	Accept payment, issue Official Receipt	As per order (e.g., PHP 30/gallon)	5 minutes	<i>Business Center Cashier</i>
N/A	Forward paid order details to EFWRS	None	2 minutes	<i>Business Center Staff</i>
Wait for delivery	Prepare and deliver water as ordered	None (delivery may vary per policy)	30–60 minutes (depends on location)	<i>EFWRS Delivery Staff</i>
Receive delivery receipt	Issue numbered delivery receipt	None	2 minutes	<i>Delivery Staff</i>
	Confirm delivery and receive signed copy			
	Return signed duplicate to Business Center for filing			



Receive and inspect order, sign receipt		None	3 minutes	<i>Client / Delivery Staff</i>
N/A		None	5 minutes	<i>EFWRS Delivery Staff / Business Center Clerk</i>
	TOTAL		52 minutes	



4. GARMENTS PRODUCTION CENTER

Brief Description of the Service

The Garments Production Center manages the end-to-end fabrication of university student uniforms, ensuring precision, quality, and timely delivery.

Office or Division:	Production Office - GARMENTS PRODUCTION CENTER			
Classification:	Simple Transactions			
Type of Transaction:	Internal/External (for internal orders and client-customized garments)			
Who may avail:	Internal Departments (for uniforms/official use), Public Customers (for retail)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved Order Slip Job Order Form Requisition Slip (for fabric/materials) Delivery Receipt Official Receipt			CBAO Office Garments Production Center Garments Production Center Garments Production Center Business Center	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Order Slip to Garments Production Center	Receive and verify order slip	None	10 minutes	<i>CBAO Head / Receiving Clerk Leadman</i>
	Prepare Job Order	None	30 minutes	
2. Wait for production	Cut fabrics based on specifications	None	1 hour	<i>Cutter</i>
	Distribute cut fabrics to sewers with individual job orders	None	30 minutes	<i>Leadman</i>
	Sew garments, then send for printing/embroidery	None	3-5 working days	<i>Assigned Sewers & Printers</i>
	Iron and pack the garments	None	1 hour	<i>Packing Staff</i>
3. Pay for the item (if public/customer order)	Deliver to Business Center	None	30 minutes	<i>Delivery Staff</i>
	Inspect garments for quality	None	30 minutes	<i>Business Center & Supply Staff</i>
4. Receive finished product	Issue Official Receipt	Based on item price	5 minutes	<i>Business Center Staff</i>
	Release finished product	None	5 minutes	<i>Business Center Staff</i>
TOTAL			3 days 4 hours 20 minutes	

TOTAL PROCESSING TIME: Approximately 3-6 working days, depending on order complexity and production volume.



5. 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.

Office or Division:	Corporate and Business Affairs Office - RENTAL OF UNIVERSITY FACILITIES			
Classification:	Simple Transactions			
Type of Transaction:	Government to Citizen (G2C) / Government to Business (G2B)			
Who may avail:	External individuals or organizations (citizens, private institutions, government agencies) interested in renting university facilities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent 2. Facility Reservation Slip 3. Event Details (Schedule, Date, Time, Venue, Participants, Title, Arrangements) 4. End-user Details (Contact Information, Organization, etc.)		Client Provided by CBAO Staff In-charge To be completed with Staff In-charge Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit Letter of Intent to University President's Office	Receive and review Letter of Intent; endorse to CBAO	None	1 working day	<i>University President / Secretary</i>
Wait for endorsement	Review letter and check venue availability	None	1 working day	<i>CBAO Head</i>
Wait for communication	Prepare documents (Reservation Slip, Event Details)	None	1 working day	<i>CBAO Staff In-charge</i>
Confirm event and contact details	Prepare quotation and endorsement letter	None	1 working day	<i>CBAO Staff In-charge</i>
Wait for confirmation	Review documents, sign and endorse to President's Office	None	1 working day	<i>CBAO Head</i>
Wait for approval	Review and approve rental	None Based on quotation As quoted	1 working day	<i>University President</i>
Receive notification, pay fees	Notify client, issue payment instructions	None	Within 2 working days	<i>CBAO Staff In-charge</i>
Pay rental fees	Receive payment, issue Official Receipt	None		<i>CBAO Staff In-charge</i>
TOTAL			8 days	



TOTAL ESTIMATED PROCESSING TIME: 6–8 WORKING DAYS

UNIVERSITY HOSTEL/DORMITORY ACCOMMODATION

Brief Description of the Service

The process encompasses room allocation, orientation, facility management, and continuous monitoring to ensure compliance with institutional policies and a conducive residential environment.

Office or Division:	Hostel and Dormitory Services Unit (under CBAO & Auxiliary Services)				
Classification:	Simple Transactions				
Type of Transaction:	G2C – Government to Citizen (for students and guests); G2G – Government to Government (for internal university personnel and other government agencies)				
Who may avail:	Students, Faculty, Staff, and Authorized Guests of the University				
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE			
1. Duly accomplished Accommodation Application Form 2. Valid ID (University ID or Government-issued) 3. Payment Receipt or Proof of Billing 4. Approved Communication (for non-paying occupants such as scholars or university guests)		1. Application Form – Hostel/Dormitory Office or University Website 2. Billing Statement – Dormitory/Hostel In-Charge 3. Approved Communication – Issuing University Office (e.g., Scholarships Office, Admin Dept.)			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit application form and required documents	a. Review application form and requirements (Hostel/Dormitory In-Charge)	Based on approved dormitory/hostel rates (as indicated in billing statement)	Application Review and Billing: 1 working day	<i>Dormitory/Hostel In-Charge – for applications, billing, and occupancy management</i>	
2. Receive billing statement	b. Issue billing statement (Dormitory In-Charge)		Payment and Verification: Same day	<i>CBAO – for accepting payments</i>	
3. Pay at the CBAO	c. Accept payment CBAO		Check-in and Accommodation: Immediate upon verification		<i>Finance Office – for financial reporting</i>
4. Present proof of payment to Hostel/Dormitory In-Charge	d. Verify proof of payment (Hostel/Dormitory In-Charge)				
5. Check-in to assigned accommodation Receive notification, pay fees Pay rental fees	e. Monitor attendance and prepare reports f. Prepare monthly and quarterly financial reports (Finance/Accounting Office)				



	TOTAL			

Additional Internal Operational Flow (As per Hostel & Dormitory Manual of Operations)

1. **Operation Oversight:** As per Manual of Operations, includes house rules, maintenance protocols, occupancy limits, emergency procedures.



6. COFFEE PRODUCTION (FROM HARVESTING TO PROCESSING)

Brief Description of the Service

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

Office or Division:	NEUST Agriculture Department / Extension Services Office			
Classification:	Simple Transactions			
Type of Transaction:	G2C (Government to Citizen), G2B (Government to Business)			
Who may avail:	Coffee growers, smallholder farmers, cooperatives, agripreneurs, students, and researchers affiliated with NEUST or LGUs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fresh coffee cherries Moisture meter Packaging materials (e.g., bags, labels) Transport container for delivery		NEUST Coffee Produce NEUST Agri Lab / Accredited suppliers Local suppliers / Provided by NEUST (if applicable) Client or NEUST Equipment Support		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Submit harvested coffee cherries to NEUST Agri Post-Harvest Center	Verify batch quality and accept delivery	None	15 mins	<i>Agricultural Technician</i>
2 Observe flotation process	Supervise flotation, discard floaters, collect sinkers	None	30 mins per batch	<i>Coffee Processing Assistant</i>
3 Assist in spreading cherries for drying	Instruct and assist in sun or mechanical drying; monitor moisture levels	None	3–5 days	<i>Post-Harvest Officer</i>
4 Wait for completion of drying and return for dehulling	Operate hulling machine to remove parchment; reprocess as needed	None	1 hour per 50kg batch	<i>Machine Operator</i>
5 Allow moisture content testing	Measure moisture using digital meter; log results	None	10 minutes	<i>QA Officer</i>
6 Observe sorting and grading	Sort using screen grader; classify by bean size and weight	None	1 hour per batch	<i>Quality Control Assistant</i>
7 Provide input on roast level preference	Roast beans according to profile (light, medium, dark); perform quality checks	Optional roasting fee if commercial	30 mins to 1 hour	<i>Roast Master Grinder</i>
8 Submit for grinding or bring own grinder	Grind to preferred coarseness (espresso, drip, etc.)	None	15–20 mins per batch	<i>Technician</i>



9	Supervise weighing	Weigh each portion for uniform packaging	None	5–10 mins	<i>Packaging Assistant</i>
10	Assist in packaging and labeling	Label roast date, weight, variety; vacuum seal or airlock pack	Minimal material cost (if not provided)	30 mins to 1 hour	<i>Labeling & Packaging Technician</i>
11	Coordinate delivery to NEUST Pasalubong Center	Facilitate internal transport and record receipt of products	None	1–2 hours	<i>Distribution Coordinator</i>
		TOTAL			

TOTAL ESTIMATED TIME: 4–6 working days (depending on drying time and volume)

TOTAL FEES TO BE PAID: Varies (may be free for students/cooperatives; optional packaging/roasting costs apply)



7. ECIJA BLENDS (PASALUBONG CENTER)

Brief Description of the Service

The center serves as a trusted pasalubong destination, ensuring product excellence, proper sourcing, and efficient operational management through structured procurement and financial processes.

Office or Division:	Production Office – Pasalubong Center			
Classification:	Simple Transactions Internal			
Type of Transaction:	G2G (Government to Government)			
Who may avail:	Project In-Charge			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
PPMP, Purchase Request, Cash Advance Form, Liquidation Report			Internal Forms (NEUST Admin/Accounting Office)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit PPMP	1. Review and approve PPMP	None	3-5 Days	<i>University President</i>
2. Submit Purchase Request	2. Review and approve PR	None	2-3 Days	<i>University President</i>
3. Request Cash Advance	3. Process and approve CA	None	3 Days	<i>Accounting / Budget Office</i>
4. Procure raw materials	4. Inspect, issue cash, procure items	None	2-3 Days	<i>Project In-Charge / Staff</i>
5. Liquidation & Replenishment	5. Review liquidation and replenish CA	None	Monthly	<i>Accounting Office</i>
	TOTAL			

TOTAL ESTIMATED PROCESSING TIME: 10–15 WORKING DAYS



Production of Pasalubong Center

Office or Division:	Food Innovation Center / Pasalubong Center			
Classification:	Simple Transactions			
Type of Transaction:	G2C, G2G			
Who may avail:	General Public, NEUST Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Raw materials, equipment		Internal inventory or local sources		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
N/A N/A	1. Produce packaged items (Coffee, Prunes, etc.)	None None	1-2 Days/Batch	<i>Food Innovation Center</i>
	2. Produce baked goods (Buko Pie, Macaroons, etc.)		Daily	<i>Pasalubong Center Staff</i>
	TOTAL			

Pasalubong Center Placing of Order (Walk-in & NEUST PR)

Office or Division:	Pasalubong Center			
Classification:	Simple Transactions			
Type of Transaction:	G2C, G2G			
Who may avail:	Walk-in customers / NEUST Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PR (for offices), None (walk-in)		NEUST Admin (PR), Onsite (walk-in)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Place order (walk-in) or submit PR	1. Accept order or validate PR	None	5-10 mins	<i>Pasalubong Staff</i>
2. Await confirmation	2. Confirm product availability	None	10-30 mins	<i>Staff</i>
	TOTAL			



Pasalubong Center Preparing of Orders

Office or Division:	Pasalubong Center			
Classification:	Simple Transactions			
Type of Transaction:	G2C, G2G			
Who may avail:	All Customers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			N/A	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Wait for preparation	Check inventory and prepare items	None	10-30 mins	Staff
	TOTAL			

Pasalubong Center Payment Processing (Walk-In)

Office or Division:	Pasalubong Center			
Classification:	Simple			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	Walk-in customers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Pay for items	Accept payment, issue Official Receipt	Product price	5 mins	Cashier/Staff
	TOTAL			



Pasalubong Center Payment Processing (NEUST PR)

Office or Division:	Accounting / Budget Office			
Classification:	Simple Transactions Internal (Check Payment)			
Type of Transaction:	G2G			
Who may avail:	NEUST Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved PR			Internal	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit approved PR	Process Check Payment	None	3-5 Days	<i>Accounting/Budget Office</i>
	TOTAL			

Pasalubong Center Receiving of Items (Delivery / Walk-in)

Office or Division:	Pasalubong Center			
Classification:	Simple Transactions			
Type of Transaction:	G2C, G2G			
Who may avail:	All Customers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			Onsite or Delivery Point	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Receive product	Handover item and ask for acknowledgment	None	5 mins	Staff
	TOTAL			



8. ECO-PARK SERVICES

Office or Division:	Campus Business Affairs Office (CBAO) / Eco-Park Operations			
Classification:	Simple Transactions			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	<ul style="list-style-type: none"> • General Public • Faculty and Employees • Students, Alumni, Retirees • Senior Citizens • Administrative Council Members • Large Groups (200-2,000 pax) 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TRANSACTION 1: Reservation for Eco-Park Use (Day Tour / Overnight / Accommodation)		Eco-Park Office / Online (via Social Media or Messenger)		
Reservation Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Inquire via walk-in or online (Messenger). 2. Confirm schedule availability. 3. Fill out the Reservation Form (2 copies: Client & Office). 4. Submit form; wait for confirmation. 	<ol style="list-style-type: none"> 1. 1 Eco-Park personnel answer queries and provide rates. 2. Schedule is checked for availability. 3. Reservation is confirmed and documented. 4. Form is filed and client is informed of details. 	None for reservation	15–30 minutes	Eco-Park Personnel (On-duty Front Desk Staff)
	TOTAL		15–30 minutes	



ECO-PARK SERVICES

Office or Division:	Campus Business Affairs Office (CBAO) / Eco-Park Operations			
Classification:	Simple Transactions			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	<ul style="list-style-type: none"> • General Public • Faculty and Employees • Students, Alumni, Retirees • Senior Citizens • Administrative Council Members • Large Groups (200-2,000 pax) 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TRANSACTION 2: Cash Payment for Eco-Park Services		On-site (Eco-Park Office)		
Reservation Form		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Sign the client's logbook and visitor's log. 2. Make cash payment for the reservation. 	<ol style="list-style-type: none"> 1. Accept payment and issue Official Receipt. 2. Log transaction for daily remittance to Cashier's Office. 	Based on reservation (see posted rates)	10 minutes	Eco-Park Personnel (Cash Receiving Officer)
	TOTAL		10 minutes	



ECO-PARK SERVICES

Office or Division:	Campus Business Affairs Office (CBAO) / Eco-Park Operations			
Classification:	Simple Transactions			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	<ul style="list-style-type: none"> • General Public • Faculty and Employees • Students, Alumni, Retirees • Senior Citizens • Administrative Council Members • Large Groups (200-2,000 pax) 			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
TRANSACTION 3: Availing of Discounts			Client	
Valid ID / Proof of Affiliation (student/faculty/retiree/senior citizen)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Present valid ID for discount qualification. 2. Declare intent to avail applicable discount. 	<ol style="list-style-type: none"> 1. Verify the ID and eligibility under the IGP Manual. 2. Apply the appropriate discount (only one allowed). 3. Process revised billing and payment. 	Adjusted depending on discount.	10 minutes	Eco-Park Personnel / CBAO Staff
	TOTAL		10 minutes	



ECO-PARK SERVICES

Office or Division:	Campus Business Affairs Office (CBAO) / Eco-Park Operations			
Classification:	Simple Transactions			
Type of Transaction:	Government to Citizen (G2C)			
Who may avail:	<ul style="list-style-type: none"> • General Public • Faculty and Employees • Students, Alumni, Retirees • Senior Citizens • Administrative Council Members • Large Groups (200-2,000 pax) 			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
TRANSACTION 4: Financial Documentation		Prepared by Eco-Park Collecting Officer Prepared by CBAO In Charge		
Daily Collection Report Annual Profit & Loss Statement				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<ol style="list-style-type: none"> 1. Collecting Officer prepares monthly collection report. 2. CBAO prepares the Annual Profit/Loss Statement. 3. Reports submitted to higher Production office. 	None	<ul style="list-style-type: none"> • Monthly Report: 3 working days after month-end • Annual Statement: Within 15 working days after year-end 	<ul style="list-style-type: none"> • Collecting Officer (Eco-Park) • Accountant (CBAO)
	TOTAL			



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.

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



	1.3The HRMO personnel will release the signed employment record to the requesting party.	None	1 Minute	<i>HRMO Personnel</i> Human Resource Management Office
TOTAL		None	4 Minutes	



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.

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



5. DESIGNATION OF NEXT-OF-KIN (1 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	None	10 Minutes	<i>HRMO/HRMO Personnel Human Resource Management Officer</i>



	Absences without pay to 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>
TOTAL		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.

Office or Division:	Human Resource Management Office			
Classification:	Complex Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	NEUST Faculty and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CS Form 48 (DTR) Certifications of Deductions, and Certifications of full payment Approved communication letters, budget, and other supporting documents for Honoraria		NEUST Faculty and staff		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The University personnel will submit their CS Form 48 (DTR) or other necessary documents to the Human Resource Management Office	1. The HRMO personnel will prepare the payrolls	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



	<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>	<p>None</p> <p>None</p> <p>None</p>	<p>2 days</p> <p>1 day</p> <p>1 minute</p>	<p>Management Officer</p> <p><i>HRMO Personnel</i> Human Resource Management Officer</p> <p><i>HRMO Personnel</i> Human Resource Management Officer</p> <p><i>HRMO Personnel</i> Human Resource Management Officer</p>
TOTAL	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.

Office or Division:	Human Resource Management Office			
Classification:	Complex Transactions			
Type of Transaction:	G2G -Government to Government G2C -Government to Citizen			
Who may avail:	Outside applicants/ University Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Application letter and other credentials (1 copy)			Outside applicants/ University Personnel	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The applicants will submit their application to the Human Resource Management Office.	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,</i> Human Resource Management Office
	2. The HRMO will prepare the faculty recruitment analysis (faculty position/s) and comparative assessment (non teaching position/s) and forward the same to the HRMPSB members for signature	None	1 Day	<i>HRMO/HRMO Personnel,</i> Human Resource Management Office
	3. The HRMO will submit to the head of agency the signed faculty recruitment analysis and comparative assessment	None	2 Minutes	<i>HRMO,</i> Human Resource Management Office
	4. The HRMO will receive the final result of the faculty recruitment analysis and comparative assessment and instruction from the University President	None	2 Minutes	<i>HRMO,</i> Human Resource Management Office
	5. 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,</i> Human Resource Management Office



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



	the newly hired 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>
TOTAL		None	6 Days and 40 minutes	



Learning and Development Unit Internal Services



1. REQUEST TO ATTEND LEARNING AND DEVELOPMENT PROGRAM

Brief Description of the Service

This process covers the L&D service of facilitating the employees' request(s) to attend learning and development programs outside of the university, as part of the university's commitment to continuous learning and development for all NEUST employees.

Office or Division:	Learning and Development Unit			
Classification:	Simple Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	University Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request to Attend Learning and Development Program (1 copy) Invitation letter of the Training/ Seminar/ Conference (1 copy) Program of Event/s (1 copy)			L&D Unit/L&D Head Organizer/Sponsor/Office of the University President/Vice President Organizer/Sponsor	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Invitation letter for training/seminar is forwarded to the L&D Unit Head.	1.1 The L&D Unit Head shall endorse the forwarded training to the relevant office(s)/college(s).	None	1 hour	<i>L&D Head/L&D Unit</i>
2. Requestor/participant will accomplish and submit the Request Form with attached invitation letter and copy of event program to the L&D Unit Head, before	2.1 The L&D Unit Head will evaluate the correctness of the form, and the frequency of attendance of participants to previous L&D programs.	None	1 day	<i>L&D Head/L&D Unit</i>



proceeding to other signatories.	2.2 If approved, the L&D Unit Head shall issue an endorsement letter to be attached to the request form and pertinent documents.			
	2.3 If disapproved, participant/requestor will make the necessary revisions to the form before resubmission and reassessment.			
3. Upon issuance of L&D endorsement, participant/requestor shall transmit the Request Form to the succeeding signatories.	3.1 The signatories shall check if endorsement is issued by the L&D Head before signing.	None	1 hour	<i>Budget Officer, VPAA/VPRET/VPABF, University President</i>
TOTAL		None	1 day and 2 hours	



2. REQUEST TO CONDUCT LEARNING AND DEVELOPMENT PROGRAM

Brief Description of the Service

This process covers the L&D service of facilitating the employees' request(s) to conduct learning and development programs within the university, as part of the university's commitment to providing opportunities for continuous learning and development for all NEUST employees.

Office or Division:	Learning and Development Unit			
Classification:	Simple Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	University Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request to Conduct Learning and Development Program (1 copy) Program of Event/s (1 copy) List of Participants (1 copy)		L&D Unit/L&D Head Organizer/Requestor Organizer/Requestor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Organizer/requestor will accomplish and submit the Request Form with attached copy of event program and list of participants to the L&D Unit Head, before proceeding to other signatories.</p>	<p>1.1 The L&D Unit Head will evaluate the correctness of the form and the list of participants submitted.</p> <p>1.2 If approved, the L&D Unit Head shall issue an endorsement letter to be attached to the request form and pertinent documents.</p> <p>1.3 If disapproved, participant/requestor will make the necessary revisions to the form before resubmission and reassessment.</p>	<p>None</p>	<p>1 hour</p>	<p><i>L&D Head/L&D Unit</i></p>
<p>2. Upon issuance of L&D endorsement, organizer/requestor shall transmit the Request Form to the succeeding signatories.</p>	<p>2.1 The signatories shall check if endorsement is issued by the L&D Head before signing.</p>	<p>None</p>	<p>1 hour</p>	<p><i>Budget Officer, VPAA/VPRET/VPABF, University President</i></p>
<p>3. Upon approval of University President, organizer/requestor shall request for the issuance of an official University Memorandum (or its equivalent) for the attendance of the participants to the requested L&D program.</p>	<p>3.1 Office of the University President shall receive the request letter of the organizer/requestor.</p> <p>3.2 Upon approval, OUP shall release a University Memorandum for the attendance and compliance of NEUST Employees</p>	<p>None</p>	<p>1 day</p>	<p><i>Office of the University President</i></p>



	to the proposed L&D program.			
	TOTAL	None	1 day and 2 hours	



3. RECORD-KEEPING OF LEARNING AND DEVELOPMENT DOCUMENTS

Brief Description of the Service

This process covers the L&D service of maintaining a comprehensive record of all Learning and Development documents within the university, as part of the university's commitment to maintaining a reliable record system as it aims to provide opportunities for continuous learning and development for all NEUST employees.

Office or Division:	Learning and Development Unit			
Classification:	Simple Transactions			
Type of Transaction:	G2G-Government to Government			
Who may avail:	University Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of Approved Request to Conduct/Attend Learning and Development Program (1 copy) Program of Event/s (1 copy) List of Participants (if L&D is conducted) (1 copy) Documentation Accomplishment Report Training Effectiveness Evaluation Forms (if L&D is conducted)		Participant (if L&D is attended) Organizer (if L&D is conducted)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. After conduct or attendance to L&D program, participant/organizer shall submit the aforementioned documents for HR and L&D keeping.</p>	<p>1.1 The L&D Unit Head will evaluate the completeness of the submitted documents before accepting submission.</p> <p>1.2 The L&D Unit shall create an individual folder for each training attended or conducted.</p> <p>1.3 The L&D shall encode the details of the L&D program to a masterlist of trainings attended and/or conducted for reference.</p> <p>1.4 For future trainings, L&D head shall refer to masterlist to check frequency of attendance of listed participants, and compliance of submission of L&D documents before endorsement.</p>	None	1 hour	<i>L&D Head/L&D Unit</i>
TOTAL		None	1 hour	



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.

Office or Division:	Legal Services Office			
Classification:	Complex Transaction			
Type of Transaction:	G2G -Government to Government			
Who may avail:	NEUST Faculty and staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter Request/Logbook Request			From Client or requesting party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	4 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	4 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>
TOTAL		None	1 day and 9 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.

Office or Division:	Legal Services Office			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G -Government to Government			
Who may avail:	NEUST Faculty and staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Endorsement Letter			From Client or Requesting Part	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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	7 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>
TOTAL		None	18 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.

Office or Division:	Legal Services Office			
Classification:	Complex Transactions			
Type of Transaction:	G2G-Government to Government			
Who may avail:	NEUST Faculty and staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Statement of Assets, Liabilities and Networth Revised 2015 (1 copy) and Personal Data Sheet (PDS)			The client will provide	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
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> <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>	<p>None</p> <p>None</p>	<p>4 minutes</p> <p>1 Minute</p>	<p><i>Legal Services Officer Personnel</i></p> <p><i>Legal Services Officer Personnel</i></p>
TOTAL		None	7 minutes	



Records Office Internal Services



1. ISSUANCE OF A COPY/CERTIFIED TRUE COPY OF DOCUMENT

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

Office or Division:	Records Office			
Classification:	Simple Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	NEUST Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
OWNER:			Requesting Personnel	
<ul style="list-style-type: none"> ✓ Request letter signed by requesting party stating use of document requested and duly signed and approved by the University President or University Data Protection Officer (original copy) 				
REPRESENTATIVE:			Requesting Personnel	
<ul style="list-style-type: none"> ✓ Request letter signed by requesting party stating use of document requested duly signed and approved by the University President or University Data Protection Officer (original copy) ✓ Authorization letter duly signed by requesting personnel (original copy) 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirement/s	1. Check requirement/s	None	5 minutes	Clerk/Records Officer, Record's Office
2. Log the requested document/s details to the Records Office's Logbook	2.1 Check the availability of the document requested.	None	20 minutes	Clerk/Records Officer, Record's Office
	2.2 Produce a copy of the document	None	5 minutes	



	<p>requested if available or inform the client if not available.</p> <p>2.3 Present to the Head of the Office for checking, certification and signature</p>	None	20 minutes	<p>Clerk/Records Officer, Record's Office</p> <p>Clerk/Records Officer, Record's Office</p>
3. Receive the copy/certified true copy of the document requested.	<p>3.1 Check the logbook entries and accomplish as to availability and time released.</p> <p>3.2 Release the document requested</p>	None	5 Minutes	Clerk/Records Officer, Record's Office
		None	1 minute	Clerk/Records Officer, Record's Office
TOTAL		None	56 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.

OFFICE OR DIVISION:	SUPPLY OFFICE			
CLASSIFICATION:	SIMPLE TRANSACTIONS			
TYPE OF TRANSACTION:	G2G-GOVERNMENT TO GOVERNMENT			
WHO MAY AVAIL:	UNIVERSITY PERSONNEL/CAMPUSES/COLLEGES/ DEPARTMENTS/OFFICES/UNITS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
REQUISITION AND ISSUE SLIP (1 ORIGINAL COPY)		SUPPLY AND/OR PROPERTY DIVISION UNIT		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. University Personnel/campuses/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
TOTAL			18 Minutes	



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



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 campus/college and institutional in-house review for proposed and completed researches from scheduling to the evaluation and documentation of the activity.

Office or Division:	Research Services Department (RSD)			
Classification:	Complex Transactions			
Type of Transaction:	G2C -Government to Government			
Who may avail:	University Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
NEUST-RSD-F007 Format for Completed Research NEUST-RSD-F009 Evaluation form for Completed Research NEUST-RSD-F005 Research Proposal Format NEUST-RSD-F006 Evaluation Form for Research Proposal			University personnel	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The RET Chairpersons will submit a request to conduct In-House Review (online or face to face) for their respective units / the Research Director for the University In House Review.	1.1 Endorsement of the Request	None	10 minutes	<i>RET Chairpersons; Research Services Department</i>



<p>2. The RET Chairpersons will prepare In-House Review Documents for their respective units / the RSD for the University In House Review.</p>	<p>2.1 Initial Review of the completed and proposed Research by the College/ Campus RET Chairperson; Research Proposal Accepted for evaluation of the URTC.</p>	<p>None</p>	<p>1 hour</p>	<p><i>Researcher/s; RET Chairpersons</i></p>
<p>3. Presentation of the completed and proposed Research during the In-House Review</p>	<p>2.1 Evaluation of the completed and proposed Research</p>	<p>None</p>	<p>1 Day</p>	<p><i>Researcher/s; RET Chairpersons URTC, and other panel members</i></p>
<p>4. Submission of the Proceedings and the Revised Proposal/ completed Research to the RSD through RET Chairpersons</p>	<p>3.1 Filing of Records.</p>	<p>None</p>	<p>9 Minutes</p>	<p><i>Researcher/s; RET Chairpersons DCC-RSD</i></p>
	<p>TOTAL</p>		<p>1 Day 1 hour 19 Minutes</p>	



2. PROCEDURE IN INTERNAL FUNDING

Brief Description of the Service

This procedure covers the steps by which NEUST personnel could apply for internal / institutional fundings of their research projects.

Office or Division:	Research Services Department (RSD)			
Classification:	Complex Transactions			
Type of Transaction:	G2C -Government to Government			
Who may avail:	University Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NEUST-RSD-F001(Rev.05-04072025) NEUST Research Proposal Format		RSD RET Chairpersons		
NEUST-RSD-F002 REV 05-04072025-Evaluation of R&D Project Proposal				
NEUST-RSD-F006 (Rev.05-04072025) Proponent's Letter of Intent to conduct a funded Research Project				
NEUST-RSD-F007 (Rev.05-04072025) Proposal Endorsement Form for Internal Funding				
NEUST-RSD-F008 (Rev.05-04072025) Accomplishment / Progress Report of Internally Funded Research Projects				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The researcher will submit the Research Proposal to the RET Chairperson.	1.1 initial Review of the Research Proposal by the College/ Campus RET Chairperson; forward the accepted Research to RSD for evaluation of the URTC.	None	1 day	<i>Researcher/s; RET Chairpersons</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 RET Chairperson .	3.1 Review of the Revised Proposal	None	1 Day	<i>College/Campus RET Chairperson</i>
	3.2 Final Review and Acceptance of Research Proposal; for endorsement to Vice President for Research, Extension and Training	None	30 minutes	<i>RSD</i>
	3.3 Notify the researcher if approved	None	5 Minutes	<i>RSD</i>
4. Research Conducted	4.1 submission of progress reports and terminal report if completed 4.2 Filing of Records	None	5 Minutes	<i>Researcher/s; RET Chairpersons DCC, RSD</i>
	TOTAL		3 Days and 40 Minutes	



Office of the University Training Services External Services



1. TRAINING SERVICES PREPARATORY PHASE

Brief Description of the Service

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

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



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



Office of the University Extension Services External Services



1. PROVISION /DELIVERY OF UNIVERSITY EXTENSION SERVICES

Brief Description of the Service

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

Office or Division:	Extension Services Department under the Vice President for Research, Extension and Training (OVP-RET)			
Classification:	Highly Technical Transactions			
Type of Transaction:	G2C -Government to Citizens; or G2B -Government to Business (Social Enterprises); or G2G -Government to Government			
Who may avail:	Individuals, Groups (Religious, NGOs, POs, Coops), Local Government Units, National Government Agencies/Institutions, GOCCs, Government Employees/Officials			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter Request (1 copy) Local Legislative Resolution (in case of LGUs); Board Resolution as the case may be			Requesting entity	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to the Office of the University President	1.1 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,	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	extension 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>
	TOTAL		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 www.neust.edu.ph. 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"> - Name of person being complained - Incident - Evidence <p>For inquiries and follow-ups, clients may contact the following number: (044) 463-0226</p>
<p>How complaints are processed?</p>	<p>The Complaint Officer, the University Legal Officer, will open the complaint drop box on a daily basis and evaluate each complaint.</p> <p>Upon evaluation the Complaint Officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The Complaint Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action. The Complaint Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (044) 463-0226; 09178261028</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>ARTA: complaints@arta.gov.ph : 1-ARTA (1-2782) PCC : 8888 CCB : 0908-881-6565 (SMS) : 1-6565 : email@contactcenterngbayan.gov.ph.</p>



LIST OF OFFICES IN THE UNIVERSITY

LIST OF OFFICES		
Office	Address	Contact Information
Office of the UNIVERSITY PRESIDENT	2 nd Floor Administration Building NEUST Main Campus, General Tinio Street, Cabanatuan City	(044)463-0226
Office of the EXECUTIVE VICE PRESIDENT	2 nd 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 nd Floor Administration Building NEUST Main Campus, General Tinio Street, Cabanatuan City	vpaa@neust.edu.ph
Office of the VICE PRESIDENT for Research, Extension and Training	2 nd Floor Administration Building NEUST Main Campus, General Tinio Street, Cabanatuan City	vpret@neust.edu.ph
Office of the VICE PRESIDENT for Administration, Business and Finance	2 nd 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 st 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 st Floor CICT Building NEUST San Isidro Campus, San Isidro Nueva Ecija	09914355910
Office of the CAMPUS DIRECTOR, NEUST Gabaldon Campus	1 st Floor Administration Building, NEUST Gabaldon Campus, Gabaldon, Nueva Ecija	09305659066
Office of the CAMPUS DIRECTOR, NEUST Fort Magsaysay Campus	1 st Floor Administration Building, NEUST Fort Magsaysay Campus, Brgy Militar (Fort Magsaysay), Palayan City	09285247996 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 st 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 st Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	neust.oidil@g mail.com
Office of the DEAN, Graduate School	2 nd Floor LTC Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	jocelyn181961 @gmail.com



Office the DEAN, College of Engineering	2 nd Floor College of Engineering NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09531082567 or coeng.neustsumacab@gmail.com
Office the DEAN, College of Architecture	2 nd Floor College of Architecture Building, NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09053631448
Office the DEAN, College of Education	2 nd Floor College of Education Building, NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09274778392
Office of the DEAN, College of Nursing	3 rd 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 st Floor College of Criminology Building, NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09778501193



Office of the DEAN, College of Industrial Technology	2 nd Floor College of Industrial Technology Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09976922185
Office of the DEAN, College of Information and Communication Technology	2 nd Floor College of Information and Communication Technology Building NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09235949197
Office of the DEAN, College of Management and Business Technology	2 nd Floor College of Management and Business Technology Building NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	sayalvarez27@ineust.ph.education
Office of the DIRECTOR, Institute of Physical Education	2 nd Floor Physical Fitness Building, EUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09329842682 or 09171022332
Office of the PRINCIPAL, Laboratory High School	2 nd Floor LB Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	lhs@ineust.ph.education
Office of the DIRECTOR, Curriculum Development and Evaluation	1 st Floor Quality Assurance Building, NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	ocde@neust.edu.ph



Office of the LIBRARIAN, University Library	3 rd Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09175966317
Office of the DIRECTOR, Office of Admission and Registration ➤ Registrar, Office of the Registrar	1 st Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09389526361 or 09232960007 oar@neust.edu.ph
Office of the DEAN, Office of Student Affairs and Services	1 st Floor LB Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	osas.neust@gmail.com
Office of the DIRECTOR, National Service Training Program	1 st 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 nd Floor ILCO Building, NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09176292216
Office of the DIRECTOR, Center for Literary, Culture and the Arts Development	2 nd Floor LHS Building, General Tinio St. Campus, Cabanatuan City	09151682673 or jojo143mangahas@gmail.com
Office of the DIRECTOR, Center for Sports Development	2 nd Floor, Back of Grand Stand NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09228408376



Office of the DIRECTOR, Extension Services Department	2 nd Floor Administration Building, NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09569679666
Office of the DIRECTOR, Training Services Department	1 st 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"> ➤ Head, Disaster Risk Reduction Management Unit ➤ Head, Pollution Control and Climate Change Mitigation Unit 	3rd Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09662396545
Office of the DIRECTOR, International and Domestic Institutional Linkages Office	1 st 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 nd 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 nd Floor Administration Building, NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09171790812
Office of the HEAD, Internal Audit Services Unit	1 st Floor LB Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	legal@ineust.ph h.education
Office of the LEGAL OFFICER, Legal Services Office	2 nd Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	legal@ineust.ph 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 st Floor LB Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09338634237
Office the DIRECTOR, Alumni Affairs Office	2 nd 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 nd Floor LB Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	bmgsservices2016@gmail.com
Office of the DIRECTOR, Health Services Unit	1 st 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 st Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09058787016
Office of the Human Resource Management Officer	1 st Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09175930542 or neustrmo2021@gmail.com



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



Office of the BUDGET OFFICER, Budget Office	1 st Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	neustbudgetoffice@ineust.ph. education
Office of the CASHIER, Cashier's Office	1 st Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09228372840
Office of the DATA PRIVACY OFFICER, University Data Privacy Office	1 st Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	legal@ineust.ph. h.education
Office of the PRESIDENT, University Student Government	1 st Floor LB Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09268378523
Office of the PRESIDENT, Non-Teaching Personnel Association	1 st Floor LB Building NEUST Main Campus, General Tinio Street, Cabanatuan City	09331683620
Office of the PRESIDENT, Faculty and Staff Union	1 st Floor College of Industrial Technology Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	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 nd Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09305659066
Office of the EXECUTIVE SECRETARY, Office of the President	2 nd Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09178165662
Office of the SECRETARIAT, Administrative Council	2 nd Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09178165662
Office of the SECRETARIAT, Academic Council	2 nd Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09665313700
Office of the SECRETARIAT, Bids and Awards Committee	1 st 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