



Republic of the Philippines
NUEVA ECIJA UNIVERSITY OF SCIENCE AND TECHNOLOGY
ISO 9001:2015 CERTIFIED
Cabanatuan City

CITIZEN'S CHARTER

2020 (2nd Edition)





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

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

I. Mandate:

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

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

II. Vision:

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

III. Mission:

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

IV. Service Pledge:

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

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



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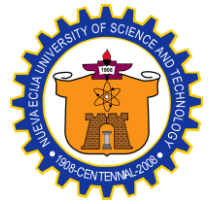
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Office of the University President Internal Services



1. ISSUANCE OF OFFICE MEMORANDUM AND OFFICE ORDER

Brief Description of the Service

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

Office or Division:	Office of the University President			
Classification:	Simple Transactions			
Type of Transaction:	G2C -Government to Government			
Who may avail:	University Personnel/Campuses/Offices/College Departments/Units			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
University Code Related/Relevant National Circulars issued by the Civil Service Commission and other oversight agencies			Office of the University President Oversight Agencies	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. The University President instructs the Executive Secretary to prepare a Memo on specific directive/matter/issue.	None	2 Minutes	<i>University President, Office of the University President</i>
	1.1 The Executive Secretary drafts the Office Memorandum/Office Order for review and to be signed by the University President.	None	3 Minutes	<i>Executive Secretary/ University President, Office of the University President</i>
	1.2 The signed Office Memo/Office Order will be given to clerk/staff for recording and assigning	None	1 Minute	<i>Assigned personnel of the day, Office of the</i>



	<p>of Office Memorandum/Office Order number and keeps a copy for the Office of the University President.</p> <p>1.3 The clerk/staff reproduces copies of Office Memorandum/Office Order and forwards to the Record's Office for distribution/dissemination to concerned offices.</p>	None	2 Minutes	<p>University President</p> <p><i>Assigned personnel of the day/ Record's Officer I, Office of the University President/ Records Office</i></p>
2. Concerned campuses/ offices/college departments/units receives the Office Memorandum/Office Order from the Record's Office	2. The Record's Office forwards the Office Memorandum/Office Order to the concerned campuses/ offices/college departments/units	None	3 Minutes	<i>Records Officer I, Record's Office</i>
TOTAL		None	11 minutes	



2. RECEIVING, RECORDING, AND RELEASING OF DOCUMENTS

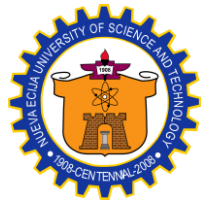
Brief Description of the Service

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

Office or Division:	Office of the University President			
Classification:	Simple Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	University Personnel/Campuses/Offices/College Departments/Units			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
University Documents			Concerned Personnel/ Campuses/Offices/College Departments/Units	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward University letters/documents to the Office of the University President for action	1. The clerk/staff receives and records the document from the concerned personnel/offices/college departments/units for signature and approval of the University President	None	1 Minute	<i>Assigned personnel of the day, Office of the University President</i>
	1.1 The Executive Secretary reviews the document (if necessary), and refers the document to authorized official and other concerned units for more information/input for the President's final decision.	None	3 Minutes	<i>Executive Secretary, Office of the University President</i>
				<i>Assigned personnel of the</i>



	1.2 The clerk/staff records and releases the signed document/s and forwards to the Record's Office for distribution/dissemination to concerned. The Executive Secretary uses transmittal form to transmit document that needs immediate action/compliance of the concerned department/unit	None	1 Minute	day /Executive Secretary, Office of the University President
2. Concerned Offices/College Departments/Units receives the action on requests from the Record's Office	2. The Record's Office forwards the document with action to the concerned personnel/ office/department/unit	None	1 Minute	Records Officer I, Record's Office
TOTAL		None	6 minutes	



Office of the University President External Services

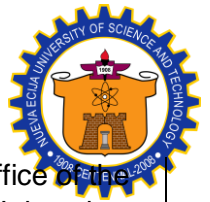


1. RECEIVING, RECORDING, AND RELEASING OF DOCUMENTS

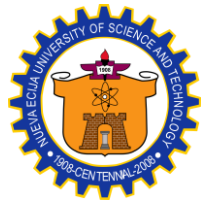
Brief Description of the Service

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

Office or Division:	Office of the University President			
Classification:	Simple Transactions			
Type of Transaction:	G2G -Government to Government G2B - Government to Business			
Who may avail:	Outside Persons/Agencies/Business Entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letters/Documents from Outside persons/agencies/ Business entities (1 copy)		Outside Persons/Agencies/ Business Entities		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward letters/documents to the Office of the University President for action	1. The clerk/staff receives and records the document from outside persons/agencies/business entities for signature and approval of the University President	None	1 Minute	<i>Assigned personnel of the day, Office of the University President</i>
	1.1 The Executive Secretary reviews the document (if necessary), and refers the document to authorized official and other concerned units for more information/input for the President's final decision.	None	3 Minutes	<i>Executive Secretary, Office of the University President</i>
	1.2 The clerk/staff records and releases the signed			<i>Assigned personnel of the day /Executive Secretary,</i>



	document/s and forwards to the Record's Office for distribution/dissemination to concerned offices or outside persons/agencies. The Executive Secretary uses transmittal form to transmit document that needs immediate action/compliance of the concerned department/unit	None	1 Minute	Office of the University President
2. Concerned outside persons/agencies/business entities receives the action on requests from the Record's Office	2. The Record's Office forwards the document with action to the concerned outside persons/agencies/business entities	None	1 Minute	Records Officer I, Record's Office
TOTAL		None	6 minutes	



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



1. RECEIVING, RECORDING, AND RELEASING OF DOCUMENTS

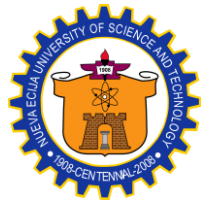
Brief Description of the Service

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

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



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



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

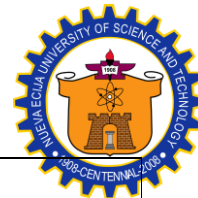


1. RECEIVING, RECORDING, AND RELEASING OF DOCUMENTS

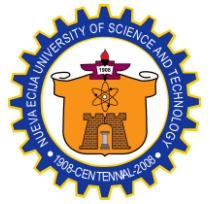
Brief Description of the Service

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

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



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



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



1. RECEIVING, RECORDING, AND RELEASING OF DOCUMENTS

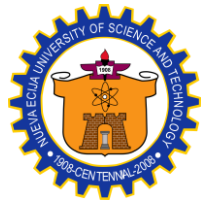
Brief Description of the Service

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

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



	incoming document upon received from the receiving clerk for review and appropriate action. Should there be lacking documents found, the document will be returned to the Receiving Clerk/staff.	None	1 Minute	Secretary, Office of the University VPAA
	1.4 Once completeness and the nature of the purpose was established, the Secretary shall act on the document by recommending, counter-signing and endorsing the action to be taken	None	1 Minute	Secretary, Office of the University VPAA
	1.5 The Secretary/TA shall prepare and endorse the document for the approval or appropriate action to be taken by the VPAA	None	1 Minute	Secretary, Office of the University VPAA
	1.6 The Releasing Clerk/Staff shall check the acted document if there is a need to hold a duplicate copy	None	1 Minute	Assigned clerk of the day, Office of the University VPAA
2. Concerned Offices/College Departments/Units receives the acted documents from the Office of the University VPAA	2. The Releasing Clerk/Staff shall record, file a copy and release the document to the concerned personnel or office	None	1 Minute	Assigned clerk of the day, Office of the University VPAA
TOTAL		None	8 minutes	



Offices under the Office of the University President

**Office of the Board Secretary
Internal Services**

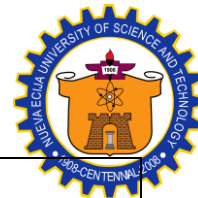


1. REQUESTING AND RELEASING OF DOCUMENTS

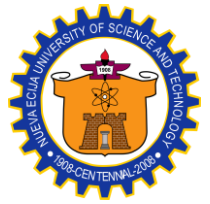
Brief Description of the Service

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

Office or Division:	Office of the Board Secretary			
Classification:	Simple Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	University personnel campuses/offices/ college departments/units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document Request Form (2 copies) Acknowledgement Receipt Form (2 copies)		University personnel campuses/offices/ college departments/units		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Document Request Form to the Office of the Board Secretary	1. After the acceptance of the Document Request Form from the requester, the Board Secretary shall verify the extent of the confidentiality of the requested documents. If the documents are confidential, the Board Secretary shall seek the approval of the University President if the documents can be released for the consumption of the requester	None	3 Minutes	<i>Board Secretary, Office of the Board Secretary</i>



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



Internal Quality Audit Office

Internal Services

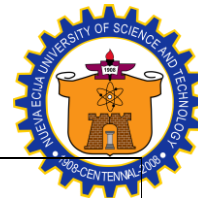


1. INTERNAL QUALITY MANAGEMENT SYSTEM AUDIT

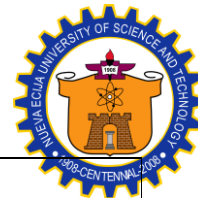
Brief Description of the Service

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

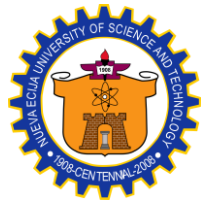
Office or Division:	Internal Quality Audit Office			
Classification:	Highly Technical Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	University campuses/offices/ college departments/units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Objective Evidences (1 copy)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



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



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



Quality Assurance Office

External Services

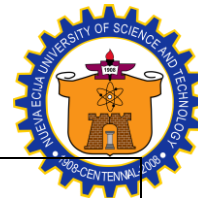


1. DEPLOYMENT OF FACULTY ACCREDITORS

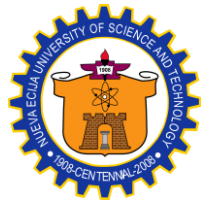
Brief Description of the Service

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

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



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



Management Information System Office

External Services



1. ASSESSMENT OF SUBJECTS (PROCEDURE FOR FACE-TO-FACE ENROLLMENT)

Brief Description of the Service

This service covers the issuance of the copy of Assessment of Subjects of the student and applies to all University campuses.

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		
Preliminary Form (2 copies)		Forms are available at the Dean's office of per College departments/ University students		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The students shall verify and clarify the subjects to enrol and submit the Preliminary Form to the MIS Office at the designated window	1. The assigned MIS staff will check the Preliminary Form if the form is approved by the enrolling teacher 1.1 The MIS personnel will check and encode the subjects of the student. 1.2 The MIS personnel will print the Assessment form of the student	None	3 Minutes	<i>Assigned MIS staff on the Issuance of Assessment forms, MIS Office</i>
2. The student will receive the printed Assessment form from the MIS staff at the MIS Office designated window	2. The MIS personnel will give the printed assessment form to the student.	None	1 Minute	<i>Assigned MIS staff on the Issuance of Assessment forms, MIS Office</i>
TOTAL		None	4 Minutes	

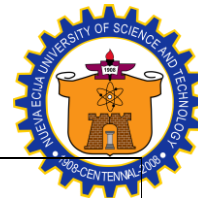


2. ISSUANCE OF IDENTIFICATION CARD

Brief Description of the Service

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

Office or Division:	Management Information System Office			
Classification:	Simple Transactions			
Type of Transaction:	G2C -Government to Citizen			
Who may avail:	University students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Registration (1 photocopy) ID Card Request Form (1 copy)		University students MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The students or requestor shall present and submit the Certificate of Registration to the assigned MIS staff on Issuance of ID at the MIS Office	1. The assigned MIS staff must verify the submitted documents 1.1 After verification, the MIS staff shall provide the ID Card Request Form to the student.	None	2 Minutes	<i>Assigned MIS staff on the Issuance of ID, MIS Office</i>
2. The student must fill up the ID Card Request Form and submit the same to the assigned MIS staff at the MIS Office	2. The MIS personnel will encode the data from the ID Card Request Form 2.1 The MIS personnel will have the student's photo captured digitally and student's signature after the encoding. 2.2 The MIS personnel will generate and print the ID Card	None	5 Minutes	<i>Assigned MIS staff on the Issuance of ID, MIS Office</i>



3. The student will receive the ID Card from the MIS personnel at the MIS Office	3. The MIS personnel will stamp the COR of the student as a proof that the requestor already has his/her ID card	None	1 Minute	<i>Assigned MIS staff on the Issuance of ID, MIS Office</i>
TOTAL		None	8 Minutes	

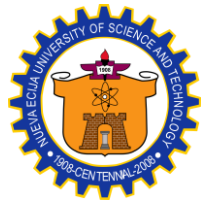


3. ISSUANCE OF REPORT OF GRADES

Brief Description of the Service

This service applies to all current enrolled students in Nueva Ecija University of Science and Technology and covers the issuance of Report of Grades.

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		
ID Card (1 original copy)		University students		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The students or requestor shall present his/her ID Card to the MIS personnel at the MIS office designated window	1. The assigned MIS staff will encode the student number from the ID card to the system. 1.1 The MIS personnel will print the Report of Grades.	None	1 Minute	<i>Assigned MIS staff on the Issuance of Report of Grades, MIS Office</i>
2. The student will receive the printed Report of Grades from the MIS personnel at the MIS Office designated window	2. The MIS personnel will issue the Report of Grades to the requesting student	None	2 Minutes	<i>Assigned MIS staff on the Issuance of Report of Grades, MIS Office</i>
TOTAL		None	3 Minutes	



Management Information System Office

Internal Services

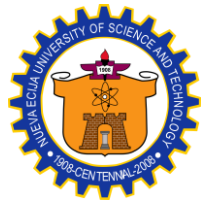


1. SUBJECT TAGGING/STUDENT LIST

Brief Description of the Service

This service covers the issuance of the copy of Assessment of Subjects of the student and applies to all University campuses.

Office or Division:	Management Information System Office			
Classification:	Simple Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	University Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Subject tagging and Student list request form (1 copy) Faculty Profiling Form (1 copy)		University Faculty		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The University faculty will submit the filled out faculty profiling form (for newly hired faculty only) and the Subject tagging and student list request form to the MIS Office	1. The assigned MIS staff will check and encode the data on the filled out form in the system. 1.1 The assigned MIS staff will verify the subjects in the system to avoid conflict of subjects	None	3 Minutes	Assigned MIS staff, MIS Office
2. The University faculty will receive the printed hard copy or soft copy (saved in a flash drive) of the subject and student list from the MIS Office	2. The MIS personnel will give the printed hard copy or soft copy of the subject and student list to the faculty	None	2 Minutes	Assigned MIS staff, MIS Office
TOTAL		None	5 Minutes	



Civil Security Unit

External/Internal Services



1. CLAIMING OF LOST AND FOUND ITEMS

Brief Description of the Service

This service covers the procedure 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 Card (1 copy) Claim Form (1 copy)		The claimant of lost and found items CSU Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. The Security personnel shall report the found item/s to the office of the Management Information System to Post it to the NEUST Facebook Page.	None	2 Minutes	<i>Assigned Security Guard on duty, Civil Security Unit</i>
2. The claimant shall fill up the Claim form and present his/her ID Card and provide necessary information needed to the Civil Security Unit.	2. The Security Personnel shall verify the requirements for claiming the found item/s	None	2 Minutes	<i>Assigned Security Guard on duty, Civil Security Unit</i>
3. The claimant shall check the found item/s for verification	3. The Security Personnel shall request the claimant to sign the security Record Book before the turnover of item/s	None	2 Minutes	<i>Assigned Security Guard on duty, Civil Security Unit</i>
TOTAL		None	6 Minutes	



2. REQUEST OF GATE PASS STICKER

Brief Description of the Service

This service includes the process in the issuance of the gate pass sticker for University personnel/students 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			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Gate Pass form (1 original copy) Official Receipt (1 photocopy) Driver's License (1 photocopy) 2x2 picture (1 original copy)		University personnel/students		
CLIENT STEPS	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 Civil Security Unit.	1. The security guard on duty shall check all the requirements and make sure that license and or/cr is not expired; if there is an expired requirements the guard on duty shall request the requestor to renew all the expired documents	None	2 Minutes	Assigned Security Guard on duty, Civil Security Unit
	1.1 The chief security shall have the final checking and sign the gate pass form for approval	None	1 Minute	Security Officer I, Civil Security Unit
2. The requestor will pay the necessary fee for the Gate Pass	2. The Marketing Center shall make sure that the gate	For 4 wheeled vehicles:	2 Minutes	Assigned staff,



Sticker to the Marketing Center	pass form has been signed by the chief security before the payment and issuance of gate pass sticker	PHP150.00 For 2 and 3 wheeled vehicles: PHP100.00		Marketing Center
3. The requestor will receive the Gate Pass Sticker from the Marketing Center	3. The Marketing Center will issue the Gate Pass Sticker to the requestor	None	2 Minutes	Assigned staff, Marketing Center
TOTAL		PHP 150.00 /or PHP100.00	7 Minutes	

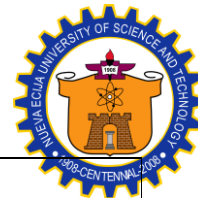


3. REVIEWING CCTV MONITORING

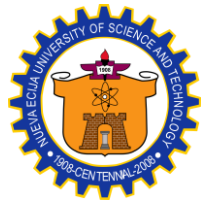
Brief Description of the Service

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

Office or Division:	Civil Security Unit			
Classification:	Complex 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)		Form available at the CSU office The concerned clients		
CLIENT STEPS	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 at the Civil Security Unit	1. The Security Personnel shall verify the requirements for the reviewing of the CCTV footage and forward the request to the Chief Security. 1.1 The Chief Security shall review the Request before the approval of the CCTV review.	None	2 Minutes	<i>Assigned Security Guard on duty, Civil Security Unit</i>
	2. The Security Personnel shall carefully review the CCTV based on the requested scope of time and date where the incident happens. Incident report shall be properly recorded to	None	3 Minutes	<i>Assigned Security Guard on duty, Civil Security Unit</i>



	the security record book.			
	3. The Chief Security shall submit the CCTV Request Form to the Office of the President every end of the month.	None	1 Minute	<i>Assigned Security Guard on duty, Civil Security Unit</i>
TOTAL		None	6 Minutes	



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

Office of the Admission and Registration External Services

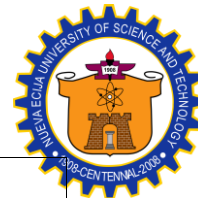


1. ADMISSION SERVICES FOR PROSPECTIVE ENROLLEES IN COLLEGE LEVEL

Brief Description of the Service

Not all interested applicants may be accommodated in the university due to insufficient number of faculty and staff, class/laboratory rooms, and other vital facilities. Thus, only those who are academically qualified are the ones being admitted. This is in line also with the university policy of maintaining high academic standard. Hence, admission service is provided to aspiring senior high school graduates who intend to apply for college studies in the University. Admission process essentially includes examination of applicants and applies to all University campuses.

Office or Division:	Office of Admission and Registration			
Classification:	Complex Transactions			
Type of Transaction:	G2C -Government to Citizens (Students)			
Who may avail:	Graduates of Senior High School			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Scanned copy of 2" x 2" picture (1 copy)		Student-Applicant		
Scanned signature (1 copy)		Student-Applicant		
Scanned picture and selfie (1 copy)		Student applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicant to fill-up online <i>Application Form</i> through on-line at NEUST Online admission portal	1. Approval /disapproval If approved, applicant will automatically receive a verification key/code and date of admission test.	None	3 Minutes	<i>Assigned OAR staff/Assigned MIS Personnel, OAR/ MIS Office</i>



2. On the date of examination, applicants/examinees will login using the verification key /code given to be able to take the College Admission Test through online	2. Administration of the admission test.	None	20 Minutes	Assigned OAR staff/Assigned MIS Personnel, OAR/ MIS Office
3. Wait for the result of <i>Admission Test</i> from the OA through email.	3. The OAR will publish the results.	None	30 Days	OAR assigned personnel, OAR
	TOTAL	None	30 Days and 23 Minutes	



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

Brief Description of the Service

Not all interested applicants may be accommodated in the university due to insufficient number of faculty and staff, class/laboratory rooms, and other vital facilities. Thus, only those who are academically qualified are the ones being admitted. This is in line also with the university policy of maintaining high academic standard. Hence, admission service is provided to aspiring senior high school graduates who intend to apply for college studies in the University. Admission process essentially includes examination of applicants and applies to all University campuses.

Office or Division:	Office of Admission and Registration			
Classification:	Complex Transactions			
Type of Transaction:	G2C -Government to Citizens (Students)			
Who may avail:	Graduates of Elementary Education			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Form 138 (1 copy)		Student applicant		
Admission form (1 copy)		OAR online link of enrollment		
Scanned 2x2 picture (1 copy)		Student applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESsing TIME	PERSON RESPONSIBLE
1.Upload original <i>Form 138</i> to NEUST OAR website.	1. Evaluate grades of applicant. If approved, applicants will apply on line.	None	2 Minutes	<i>OAR assigned personnel, OAR</i>
2. Login to NEUST Online admission portal.	2. Link will be provided in the email so applicants will be guided accordingly.	None	2 Minutes	<i>OAR assigned personnel, OAR</i>
3. Fill up the form online and submit and pay	3.Approval/ Disapproval If approved, applicant	Admission fee-	2 Minutes	<i>Assigned Cashier's Office personnel,</i>



the necessary fees through bank transfer or NEUST Cashier's Office	is instructed to pay either in the bank or at NEUST's Cashier's Office	PHP180.00		Cashier's Office
4. Upload proof of payment to the online admission portal	4. Receive document. Instruct applicant through email to take admission on a scheduled date	None	2 Minutes	<i>OAR assigned personnel, OAR</i>
5. Take admission Test through online.	5. Give assistance if needed	None	20 Minutes	<i>OAR assigned personnel, OAR</i>
6. Wait for the result of admission test through NEUST website.	6. Publish result of admission test.	None	21 Days	<i>OAR assigned personnel, OAR</i>
TOTAL		PHP180.00	21 Days and 28 Minutes	

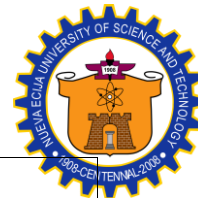


3. ENROLLMENT/REGISTRATION OF GRADE SEVEN (JUNIOR HIGH SCHOOL) STUDENTS

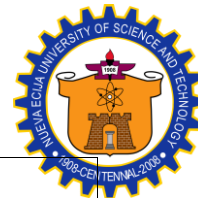
Brief Description of the Service

Enrollment/Registration of students every opening of semesters/ school year is one of the services being provided by the university to its students and applies to all University campuses.. In the process, enrollees are assisted/guided as to what subjects are to be enrolled, what class/laboratory rooms are assigned to them, who would be their professors /instructors/faculty-in-charge, what would be their schedule of classes, what are the requirements and/or requisites, etc. Hence, enrollment/registration service is very vital on the part of the students.

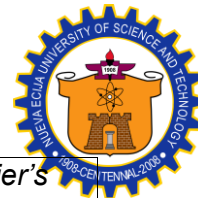
Office or Division:	Office of Admission and Registration			
Classification:	Complex Transactions			
Type of Transaction:	G2C -Government to Citizens (Students)			
Who may avail:	Qualifiers for Grade 7/Junior High School Curricular Program			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Scanned Form 137/138 (1 original copy)		Student applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Qualified applicants/examinees will go to enroll.neust.edu.ph and click the button to be able to register.	1. Approval /Disapproval	None	1 Minute	<i>OAR assigned personnel, OAR</i>
2. Fill up personal information form and health survey profile online, upload: 2"x2" picture, selfie picture, form 137, signature on the same link	2.Approval/ Disapproval of submitted documents. . If approved, student applicant/ examinee will receive an email	None	2 Minutes	<i>OAR assigned personnel/ Assigned MIS Personnel, OAR/MIS Office</i>



	from OAR containing username and password			
3. Student applicant/ examinee will login to enroll.neust.edu.ph using username and password. Then update profile and register to section.	3. Approval/ Disapproval	None	2 Minutes	MIS Personnel, MIS Office
4. Once the student applicant/examinee press submit, it will automatically be sent to Accounting Office for assessment of fees.	4. Determination of payable assessment	None	1 Minute	Assigned Accounting Personnel, Accounting Office
5. Payment of fees.	5. 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 Security - PHP 50.00 Student Handbook - PHP 40.00 Anti-TB/Red Cross - PHP 15.00 Charity - PHP 10.00	2 Minutes	Cashier's Office Personnel, Cashier's office



		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		
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6. Upload proof of payment.	6. Checking of the receipt	None	1 Minute	Cashier's Office Personnel, Cashier's office
7. If approved, student applicant/examinee can print the COR.	7. Issuance of COR	None	2 Minutes.	OAR assigned personnel/ Assigned MIS Personnel, OAR/MIS Office
	TOTAL	PHP 8,610.00	11 Minutes	



4. ENROLLMENT/REGISTRATION OF NEW COLLEGE STUDENTS

Brief Description of the Service

Enrollment/Registration of students every opening of semesters/ school year is one of the services being provided by the university to its students and applies to all University campuses.. In the process, enrollees are assisted/guided as to what subjects are to be enrolled, what class/laboratory rooms are assigned to them, who would be their professors /instructors/faculty-in-charge, what would be their schedule of classes, what are the requirements and/or requisites, etc. Hence, enrollment/registration service is very vital on the part of the students.

Office or Division:	Office of Admission and Registration			
Classification:	Complex Transactions			
Type of Transaction:	G2C -Government to Citizens (Students)			
Who may avail:	Qualified and admitted applicants for college studies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Form 138 (1 copy)		Student enrollees		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Qualified enrollees are to enroll on line: search NEUST website then go to enroll.neust.edu.ph. (Instructions are given in the website). Upload Form 137/138	1. Evaluate grades and if qualified to enroll, applicant will receive a username and password in his/her email address.	None	3 Minutes	OAR assigned personnel/ Assigned MIS Personnel, OAR/MIS Office
2. Login to enroll.neust.edu.ph using the password and username given. Register to section and fill up personal information sheet and click submit button.	2. Correct forms submitted will automatically be received by the Accounting Office and be assessed.	None	3 Minutes	OAR assigned personnel/ Assigned MIS Personnel, OAR/MIS Office



3. Print COR through on-line	3. Approval	None	1 Minute	<i>OAR assigned personnel/ Assigned MIS Personnel, OAR/MIS Office</i>
TOTAL		None	7 Minutes	



5. ENROLLMENT/REGISTRATION OF NEW GRADUATE STUDENTS

Brief Description of the Service

Enrollment/Registration of students every opening of semesters/ school year is one of the services being provided by the university to its students and applies to all University campuses.. In the process, enrollees are assisted/guided as to what subjects are to be enrolled, what class/laboratory rooms are assigned to them, who would be their professors /instructors/faculty-in-charge, what would be their schedule of classes, what are the requirements and/or requisites, etc. Hence, enrollment/registration service is very vital on the part of the students.

Office or Division:	Office of Admission and Registration			
Classification:	Complex Transactions			
Type of Transaction:	G2C -Government to Citizens (Students)			
Who may avail:	New Students in Advance Education (Masteral and Doctoral Programs)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original copy of TOR (<i>in Undergraduate Degree for applicant in Masteral Studies; (1 copy)</i> <i>TOR in Master's Degree for applicant in Doctoral Studies)</i> (1 copy) 1 pc Passport Size Photograph		Student-Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.New enrollees are to enroll online: search NEUST website then go to enroll.neust.edu.ph. (Instructions are given in the website). Upload TOR and picture	1. Evaluate the scholastic standing of the applicant. If qualified, a username and password will be sent to her/him	None	3 Minutes	Graduate School Faculty, Graduate School Office
2. Login to enroll.neust.edu.ph using the password and username given. Register to	2. Submitted forms if correct will automatically be received by the Accounting Office	None	3 Minutes	Accounting Staff, Accounting Office



course and fill up personal information sheet and click submit button.	for Assessment of fees. After which enrollee will receive in his/her email to proceed to payment of fees.			
3. New enrollees are to enroll online: search NEUST website then go to enroll.neust.edu.ph . (Instructions are given in the website). Upload TOR and picture	3. Evaluate the scholastic standing of the applicant. If qualified, a username and password will be sent to her/him	None	3 Minutes	Graduate School Faculty, Graduate School Office
4.Payment of fees. Either in NEUST Cashier's Office or Land Band of the Philippines.	4.Receive payment.	Sports Development Fee - PHP150.00 Socio Cultural - PHP 100.00 Guidance Fee- PHP 50.00 Publication - PHP 100.00 Security - PHP 50.00 Research Journal - PHP 250.00 Anti-TB/Red Cross - PHP 15.00 Charity - PHP 10.00	2 Minutes	Cashier's Office Personnel, Cashier's office



		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 Medical. Dental Fee - PHP 80.00 Maintenance Development - PHP 90.00 Physical Development -		
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		PHP 700.00 Equipment Development -PHP250.00 Entrance Fee -PHP120.00 (one-time fee) Internet Fee -PHP350.00 Tuition Fee – PHP4,800 for 12 units (PHP400.00/ unit for Masteral) (PHP500.00/ unit for Doctoral)		
5. Upload proof of payment.	5. Approval	None	1 Minute	Cashier's Office Personnel, Cashier's office
6. Print COR	6. Approval	none	1 Minute	OAR assigned personnel/ Assigned MIS Personnel, OAR/MIS Office
TOTAL		PHP8,240.00	13 Minutes	



6. ENROLLMENT/REGISTRATION OF SENIOR HIGH SCHOOL STUDENTS

Brief Description of the Service

Enrollment/Registration of students every opening of semesters/ school year is one of the services being provided by the university to its students and applies to all University campuses.. In the process, enrollees are assisted/guided as to what subjects are to be enrolled, what class/laboratory rooms are assigned to them, who would be their professors /instructors/faculty-in-charge, what would be their schedule of classes, what are the requirements and/or requisites, etc. Hence, enrollment/registration service is very vital on the part of the students.

Office or Division:	Office of Admission and Registration			
Classification:	Complex Transactions			
Type of Transaction:	G2C -Government to Citizens (Students)			
Who may avail:	Current Junior High School Students (<i>Completers of Grade 10</i>)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Form 138 (1 copy)		Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Enrolees are to enroll online: Search NEUST website then go to enroll.neust.edu.ph (instructions are given in the website)	1. Send username and password to the email address of the student.	None	2 Minutes	OAR assigned personnel/ Assigned MIS Personnel, OAR/MIS Office
2. Login to enroll.neust.edu.ph using the password and username given. Register to section and fill up personal information sheet and click submit button.	2. Approval/disapproval If approved, submitted forms will automatically be received by the Accounting office for assessment. Afterwhich, student may proceed to the	None	2 Minutes	OAR assigned personnel/ Assigned MIS Personnel, OAR/MIS Office



	next step.			
3. Print CO through on-line	3. Approval	None	1 Minute	<i>OAR assigned personnel/ Assigned MIS Personnel, OAR/MIS Office</i>
TOTAL		None	5 Minutes	



7. ENROLLMENT/REGISTRATION OF TRANSFERRING STUDENTS

Brief Description of the Service

Enrollment/Registration of students every opening of semesters/ school year is one of the services being provided by the university to its students and applies to all University campuses.. In the process, enrollees are assisted/guided as to what subjects are to be enrolled, what class/laboratory rooms are assigned to them, who would be their professors /instructors/faculty-in-charge, what would be their schedule of classes, what are the requirements and/or requisites, etc. Hence, enrollment/registration service is very vital on the part of the students.

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) Certificate of Good Moral Character (1 copy) Certificate of Honorable Dismissal (1 copy) Evaluation Form (1 copy)		Student-Applicant		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit original TOR to OAR for evaluation	1. Evaluate the scholastic standing of the applicant. If qualified, applicant will be instructed to pay fee for evaluation form.	None	5 Minutes	<i>OAR assigned personnel, OAR</i>
2. Pay evaluation form to the Cashier's Office	2. Receive payment and issue <i>Official Receipt</i>	Evaluation form - PHP10.00	2 Minutes	<i>Cashier's Office Personnel, Cashier's office</i>
3. Submit Receipt of Payment to OAR	3. Receive receipt and issue Process Number.		10	<i>OAR assigned personnel, OAR</i>



		None	Minutes	
4. Wait for an email coming from the OAR.	4. Send username and password	None	2 Minutes	OAR assigned personnel/ Assigned MIS Personnel, OAR/MIS Office
5. Transferees are to enroll online: Login to enroll.neust.edu.ph using the password and username given. Register to course and fill up personal information sheet and click submit button.	5. Submitted forms if correct will automatically be received and assessed by the Accounting Office	None	2 Minutes	<i>Accounting Office personnel, Accounting Office</i>
6. Print COR through online	6. Approval	None	1 Minute	<i>OAR assigned personnel/ Assigned MIS Personnel, OAR/MIS Office</i>
TOTAL		PHP10.00	22 Minutes	



8. ISSUANCE/RELEASE OF CERTIFICATE (FACE TO FACE BECAUSE OF THE REQUIREMENTS)

Brief Description of the Service

Enrollment/Registration of students every opening of semesters/ school year is one of the services being provided by the university to its students and applies to all University campuses.. In the process, enrollees are assisted/guided as to what subjects are to be enrolled, what class/laboratory rooms are assigned to them, who would be their professors /instructors/faculty-in-charge, what would be their schedule of classes, what are the requirements and/or requisites, etc. Hence, enrollment/registration service is very vital on the part of the students.

Office or Division:	Office of Admission and Registration			
Classification:	Simple Transactions			
Type of Transaction:	G2C -Government to Citizens (Students)			
Who may avail:	Students, Graduates/Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form (1 copy) Original TOR (1 copy) Original Diploma (1 copy)		Students, Graduates/Alumni		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to OAR original and photocopy of TOR and Diploma and secure and accomplish a Request Form from the OAR	1. Checking of the authenticity of submitted documents	None	6 Minutes	<i>OAR assigned personnel, OAR</i>
2. Pay to the Cashier's Office the corresponding fee for the requested	2. Receive payment and issue Official Receipt	Documentary stamp – ₱50.00 ₱30.00 Authentication ₱10.00/page PHP30.00	2 Minutes	<i>Cashier's Office Personnel, Cashier's office</i>



document				
TOTAL		PHP90.00	8 Minutes	



9. ISSUANCE/RELEASE OF TRANSCRIPT OF RECORDS (FACE TO FACE, IF ORIGINAL SIGNATURE IS NEEDED)

Brief Description of the Service

Enrollment/Registration of students every opening of semesters/ school year is one of the services being provided by the university to its students and applies to all University campuses.. In the process, enrollees are assisted/guided as to what subjects are to be enrolled, what class/laboratory rooms are assigned to them, who would be their professors /instructors/faculty-in-charge, what would be their schedule of classes, what are the requirements and/or requisites, etc. Hence, enrollment/registration service is very vital on the part of the students.

Office or Division:	Office of Admission and Registration			
Classification:	Simple Transactions			
Type of Transaction:	G2C -Government to Citizens (Students)			
Who may avail:	Students, Former Students, Graduates/Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance Form (1 copy) Request Form (1 copy)		OAR Students, Former Students, Graduates/Alumni		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out Clearance Form and Request Form from the OAR	1. Issuance of Forms	None	1 Minute	<i>OAR assigned personnel, OAR</i>
2. Pay to the Cashier's Office the corresponding fee for the requested document	2. Receive payment and issue Official Receipt	TOR- PHP150.00/page Documentary stamp- PHP30.00	3 Minutes	<i>Cashier's Office Personnel, Cashier's office</i>



3. Submit to the OAR the accomplished forms and Receipt of Payment	3. Approval of requested document	None	1 Minute	<i>OAR assigned personnel, OAR</i>
4. Claim Stub will be given to the requesting student/alumni from the OAR	4. Advise requesting students/alumni to come back after 3 days	None	1 day for fresh graduates and 3 working days for non-fresh graduates	<i>OAR assigned personnel, OAR</i>
TOTAL		PHP10.00	3 Days and 5 Minutes	



10. ISSUANCE/RELEASE OF TRANSCRIPT OF RECORDS (on-line)

Brief Description of the Service

Enrollment/Registration of students every opening of semesters/ school year is one of the services being provided by the university to its students and applies to all University campuses.. In the process, enrollees are assisted/guided as to what subjects are to be enrolled, what class/laboratory rooms are assigned to them, who would be their professors /instructors/faculty-in-charge, what would be their schedule of classes, what are the requirements and/or requisites, etc. Hence, enrollment/registration service is very vital on the part of the students.

Office or Division:	Office of Admission and Registration			
Classification:	Simple Transactions			
Type of Transaction:	G2C -Government to Citizens (Students)			
Who may avail:	Students, Former Students, Graduates/Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter (1 copy)		Students, Former Students, Graduates/Alumni		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request letter to oar@neust.edu.ph	1. Approval/ Disapproval Requesting party will received NEUST's account number and will be advised to pay to LBP.	None	1 Minute	<i>OAR assigned personnel, OAR</i>
2. Pay to the Cashier's Office the corresponding fee for the requested document	2. Receive payment and issue Official Receipt	TOR- PHP150.00/page Documentary stamp- PHP30.00	3 Minutes	<i>Cashier's Office Personnel, Cashier's office</i>
3. Upload proof of payment through the same link	3. Check payment /Upload TOR	None	2 Minutes	<i>OAR assigned personnel, OAR</i>



online				
4.Print TOR through online	4. approval	none	1 minute	<i>OAR assigned personnel, OAR</i>
TOTAL		PHP180.00	7 Minutes	



11. REISSUANCE OF DIPLOMA (FACE TO FACE BECAUSE OF THE REQUIREMENTS.)

Brief Description of the Service

Enrollment/Registration of students every opening of semesters/ school year is one of the services being provided by the university to its students and applies to all University campuses.. In the process, enrollees are assisted/guided as to what subjects are to be enrolled, what class/laboratory rooms are assigned to them, who would be their professors /instructors/faculty-in-charge, what would be their schedule of classes, what are the requirements and/or requisites, etc. Hence, enrollment/registration service is very vital on the part of the students.

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		
"Affidavit of Loss" executed by the requesting individual (1 copy) Request Form (re-issuance) (1 copy) Clearance (for AVTP Graduates) (1 copy)		Students, Graduates/Alumni		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit to the OAR a copy of Affidavit of Loss	1. Checking of the authenticity of submitted affidavit; 1.1 Issuance of a Request Form	None	2 Minutes	<i>OAR assigned personnel, OAR</i>
2. Pay to the Cashier's Office the corresponding fee	2. Receive payment and issue Official Receipt	PHP150.00 and PHP30.00 Documentary stamp	2 Minutes	<i>Cashier's Office Personnel, Cashier's office</i>



3. Submit to the OAR the Official Receipt	3. The OAR will issue a Claim Stub to him/her	None	3 Days	<i>OAR assigned personnel, OAR</i>
4. Print TOR through online	4. approval	none	1 minute	<i>OAR assigned personnel, OAR</i>
TOTAL		PHP180.00	5 Minutes and 3 Days	
FOR AVTP				
1. Secure Clearance form from the OAR	Issuance of Clearance Form	None	1 Minute	<i>OAR assigned personnel, OAR</i>
2. Accomplish the Clearance Form	2. Signing of <i>Clearance Form</i>	None	1 Minute	<i>OAR Personnel and other Signatories, OAR and concerned offices</i>
3. Submit to the OAR the accomplished Clearance Form	3. Checking of the signatures in the Clearance Form	None	2 Minutes	<i>OAR assigned personnel, OAR</i>
4. Receive the requested Diploma from the OAR	4. Reissuance of Diploma	None	3 Days	<i>OAR assigned personnel, OAR</i>
	TOTAL	None	3 Days and 4 Minutes	



12. ENROLLMENT/REGISTRATION OF OLD COLLEGE STUDENTS

Enrollment/registration of students every opening of semesters/ school year is one of the services being provided by the university to its students and applies to all University campuses.. In the process, enrollees are assisted/guided either through phone, online or face to face as to what subjects are to be enrolled, what class/laboratory rooms are assigned to them, who would be their professors /instructors/faculty-in-charge, what would be their schedule of classes, what are the requirements and/or requisites, etc. Hence, enrollment/registration

Office or Division:	Office of Admission and Registration			
Classification:	Complex Transactions			
Type of Transaction:	G2C -Government to Citizens (Students)			
Who may avail:	Old college students (enrolled last semester/year)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificates of Grades (COG)		Students/MIS Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Old college students are to enroll on line: search NEUST website then go to enroll.neust.edu.ph. (Instructions are given in the website). Upload Form 137/138 to the same link	1. Evaluate grades and if qualified to enroll, applicant will receive a username and password in his/her email address.	None	3 Minutes	OAR personnel/MIS Personnel, OAR/MIS Office
2. Login to enroll.neust.edu.ph using the password and username given. Register to section and fill up personal information sheet and click	2. Correct forms submitted will automatically be received by the Accounting Office and be assessed.	None	3 Minutes	Assigned Accounting Personnel, Accounting



submit button.				Office
3.Wait for forms to be assessed and approved, then, old student may click the “Print COR.” Through the same link	3. Approval	None	2 Minutes	OAR personnel, OAR
4. If old student is enrolled in Practice Teaching, OJT or RLE subject, they need to pay to the Cashier or go to the nearest LBP or may use the online fund transfer.	3. Issuance of assessed fees.	<p>OJT Fee – PHP300.00</p> <p>Practice Teaching – PHP150.00</p> <p>RLE Fees (total payment less affiliation fee):</p> <p>BSN Level II – PHP1,351.50 (102 contact hours)</p> <p>PHP3,377.95 (255 contact hours)</p> <p>Total for BSN Level II= PHP4,729.45</p> <p>BSN Level III – PHP2,932.50 (51 contact hours)</p> <p>PHP16,371 (306 contact hours)</p> <p>PHP2,728.50 (51 contact</p>	2 Minutes	<p><i>Assigned Accounting Personnell/ Assigned Personnel at the Cashier’s Office, Accounting Office/Cashier’s Office</i></p>



		hours) PHP2,728.50 (51 contact hours) Total for BSN Level III= PHP24,760.50 BSN Level IV – PHP5,642.06 (255 contact hours) PHP1,891.32 (102 contact hours) PHP1,891.32 (102 contact hours) Total for BSN Level IV= PHP9,424.70		
5. Upload proof of payment and wait for approval/verification that will be sent through email.	5. Approval	None	3 Minutes	<i>Assigned Cashier's Office Personnel, Cashier's Office</i>
6. Print COR through online	Approval	None	1 Minute	Student
	TOTAL	None	14 Minutes	



Office of the University Library External/Internal Services



1. LIBRARY EQUIPMENT SERVICES

Brief Description of the Service

This service covers the procedures on how to borrow equipment in the 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 OF REQUIREMENTS		WHERE TO SECURE		
Library Equipment Form (1 copy)		University Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The university Faculty/student shall fill up the library equipment form for the issuance of the equipment at the University Library	1. The librarian/library staff shall verify the completeness of the filled-up form and checks the availability of the equipment.	None	5 minutes	<i>Librarian/Library Staff, Office of the University Library</i>
2. The university faculty/students shall sign in the log book for library equipment at the University Library	2. The librarian/library staff shall release the borrowed equipment after the client sign in the log-book.	None	3 minutes	<i>Cashiers Staff, University Cashiers' Office</i>
TOTAL		None	8 minutes	



2. LIBRARY INSTRUCTION

Brief Description of the Service

This service covers the orientation of the faculty members, staff and students on the services of the 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 members, staff and students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Instruction Form (1 copy)		University Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The university faculty, staff and students shall fill-out the Request for Library Instruction Form at the University Library	1. The library staff receives the Request Library Instruction Form.	None	1 Minute	<i>Library Staff</i> Office of the University Library
	1.1 The librarian/library staff shall check and confirm the availability of time schedule and venue.	None	3 Minutes	<i>Librarian/ Library Staff</i> , Office of the University Library
2. The instructor shall allow his/her students sign in the logbook before the library instruction starts at the University Library	2. The Librarian/Library staff shall provide logbook and check if the students are already sign in the logbook before the instruction starts.	None	3 minutes	<i>Librarian/ Library Staff</i> , Office of the University Library
TOTAL		None	7 minutes	



3. PHOTOCOPYING OF LIBRARY MATERIAL

Brief Description of the Service

This service covers the procedures and process in photocopying library materials except undergraduate thesis and dissertations 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		
Library Card, Book Card and Photo Duplication Permit Form (1 copy)		University Library/The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The university students shall fill-out the book card located at the back of the book and the photo duplication permit form attached with the library card at the University Library	1. The librarian shall check and verify the accuracy and completeness of information.	None	1 Minutes	<i>Librarian</i> Office of the University Library
	1.1 The librarian/library staff shall stamp the remarks with due date.	None	1 Minute	<i>Librarian/Library Staff</i> Office of the University Library
	1.2 The librarian/library staff shall print receipt from the Library System.	None	2 Minutes	<i>Librarian/Library Staff</i> Office of the University Library
	1.3 The librarian shall hand – in approved	None	5 Minutes	<i>Librarian/Library</i>



	photo duplication permit and material for photocopying to the library staff.			Staff Office of the University Library
TOTAL		None	10 Minutes	



4. REFERENCE/INFORMATION AND BIBLIOGRAPHIC SERVICES

Brief Description of the Service

This service covers the process on how a library client can avail quick reference 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 OF REQUIREMENTS		WHERE TO SECURE		
Bibliographic Service Form (1 copy)		University Library		
Reference/information Form (1 copy)		University Library		
Library Card/ Book Card (1 copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The university Faculty/student shall fill-up the bibliographic service form or reference/information form at the University Library	1. The librarian/library staff shall issue the bibliographic service form or reference/information form to the client.	None	5 Minutes	Librarian/Library Staff, Office of the University Library
	1.1 The librarian/library staff shall conduct reference interview.	None	3 Minutes	Librarian/Library Staff, Office of the University Library
	1.2 The librarian/library staff shall identify and provide resources needed by the client based on the interview.	None	5 Minutes	Librarian/Library Staff, Office of the University Library
	1.3 The librarian/library staff shall put remarks on the provided form after providing the			Librarian/Library



	resources needed by the client.	None	5 minutes	Staff, Office of the University Library
TOTAL		None	18 minutes	



5. RENEWING BOOKS BORROWED/CHECK-OUT

Brief Description of the Service

This service covers the process on how to renew borrowed books 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 students, faculty and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card, Book Card and Date Due Slip (1 copy)		University Library/the client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The university students, faculty and staff shall give the borrowed materials for renewal at the University Library	1. The librarian/library staff shall check the books borrowed against the book card and library card for renewal.	None	2 Minute	<i>Librarian/Library Staff, Office of the University Library</i>
	1.1 The librarian/library staff shall mark "ret" on the remarks of the book card.	None	1 minute	<i>Librarian/Library Staff, Office of the University Library</i>
2. The borrower/ university students, faculty and staff shall fill-up the book card at the University Library	2. If approved, the librarian/library staff shall stamp the date due slip located at the back of the book.	None	5 Minutes	<i>Librarian/Library Staff Office of the University Library</i> <i>Librarian/Library</i>



	2.1 The librarian/library staff shall scan the borrowed book/s for checked-out. (Library System)	None	1 Minute	Staff, Office of the University Library
	2.2 The librarian/library staff will print 2 (two) copies of the receipt.	None	1 Minute	Librarian/Library Staff, Office of the University Library
3. The librarian client shall sign 2 (two) copies of the provided receipt for check-out at the University Library	3. The librarian/library staff shall release the borrowed books after signing the receipt.	None	3 Minutes	Librarian/Library Staff Office of the University Library
TOTAL		None	12 Minutes	



6. RETURNING/CHECK-IN LIBRARY MATERIALS

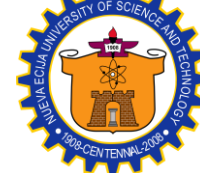
Brief Description of the Service

This service covers the check-in of library materials 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 OF REQUIREMENTS		WHERE TO SECURE		
Over Due fine slip/Library Card/ Book Card (1 copy)		University Library/The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The university Faculty/student shall return the borrowed book/s the following day before 9:00am at the University Library	1. The librarian/library staff shall check the books borrowed against the book card and library card.	None	5 Minutes	Librarian/Library Staff, Office of the University Library
	1.1 The librarian/library staff shall mark "ret" on the remarks of the book card.	None	3 Minutes	Librarian/Library Staff, Office of the University Library
	1.2 If overdue, the librarian/library staff shall fill-up the overdue fine slip and gives it to the borrower to be paid at the Cashier.	None	5 Minutes	Librarian/Library Staff, Office of the University Library



2.If overdue the university faculty/students/borrower will pay the overdue book/s at the Cashier's Office	2. The cashier shall provide Official Receipt for the payment of the overdue book/s.	depends on number of book/s overdue	3 minutes	Cashiers Staff University Cashiers' Office
3. The university faculty/students shall submit the Official Receipt with the overdue fine slip at the University Library	3.1The librarian/library staff shall take note in the log-book for overdue fine the Official Receipt Number.	None	2 minutes	Librarian/Library Staff Office of the University Library
4. The university faculty/students shall sign his/her name at the logbook at the University Library	4. The librarian/library staff shall release the borrower's library card.	None	1 minute	Librarian/Library Staff Office of the University Library
TOTAL		depends on number of book/s overdue	19 Minutes	



7. USE OF NEUST LIBRARY SPACES

Brief Description of the Service

This service covers the procedure on how to use the e-library services.

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, staff and students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card (1 copy)		University Library/the client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The university faculty, student and staff shall sign-in in the log-book for internet usage at the University Library	1. The Librarian/Library Staff shall check the availability of computer units before allowing the student submit his/her library card.	None	2 Minutes	<i>Librarian/Library Staff</i> Office of the University Library
2. The university faculty, student and staff shall log-in in the computer before he/she can access the internet at the University Library	2. The librarian/library staff shall allow the student to use the computer for an hour unless otherwise there are no next clients to use the units.	None	1 Minute	<i>Librarian/Library Staff</i> Office of the University Library
	2.2 The librarian/library staff shall return the library card of the student before leaving the premises.	None	1 minute	<i>Librarian/Library Staff</i> Office of the University Library
TOTAL		None	4 minutes	



8. USE OF PCS TO ACCESS E-LIBRARY

Brief Description of the Service

This service covers the procedures on how to use the e-library services 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 OF REQUIREMENTS		WHERE TO SECURE		
Library Card (1 copy)		University Library/The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The university Faculty/student shall sign-in in the log-book for internet usage at the University Library	1. The librarian/library staff shall check the availability of computer units before allowing the student submit his/her library card.	None	5 Minutes	<i>Librarian/Library Staff, Office of the University Library</i>
2. The university students/faculty shall log-in in the computer before he/she can access the internet at the University Library	2. The librarian/library staff shall allow the student to use the computer for an hour unless otherwise there are no next clients to use the units.	None	1 Minute	<i>Librarian/Library Staff, Office of the University Library</i>
	2.1 The librarian/library staff shall return the library card of the student before leaving the premises	None	1 Minute	<i>Librarian/Library Staff, Office of the University Library</i>
TOTAL		None	7 minutes	



Office of the University Library External Services



1. ISSUANCE OF LIBRARY CARD

Brief Description of the Service

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

Office or Division:	Office of the University Library			
Classification:	Simple Transactions			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	NEUST students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Registration (1 copy) School ID (1 copy) 1x1 ID Picture (1 copy)		University Registrar University MIS The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The university students shall submit the requirements at the University Library.	1. The Librarian/library staff receives the requirements and shall verify the completeness of the requirements submitted.	None	2 Minutes	Librarian/Library Staff, Office of the University Library
	2. The library staff shall encode the name, students' number and course based on the Certificate of Registration of the student.	None	5 Minutes	Library Staff, Office of the University Library
	2.1 The library staff shall paste the picture in the library card.	None	1 minute	Library Staff, Office of the University Library



	<p>2.2 The University Librarian/Campus Librarian shall affix his/her signature in the library card.</p> <p>2.3 The Librarian/Library staff shall issue the library card to the students.</p>	<p>None</p> <p>None</p>	<p>1 minute</p> <p>1 minute</p>	<p><i>University Librarian/Campus Librarian Office of the University Library</i></p> <p><i>Librarian/Library Staff Office of the University Library</i></p>
3. Upon received, the university student shall sign-in the log-book for issuance of library card.	3. The Librarian/Library staff shall provide the logbook for issuance of library card.	None	1 minute	<i>Librarian/Library Staff, Office of the University Library</i>
TOTAL		None	11 minutes	



2. LOSS OF LIBRARY CARD

Brief Description of the Service

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

Office or Division:	Office of the University Library			
Classification:	Complex Transactions			
Type of Transaction:	G2C -Government to Citizen			
Who may avail:	NEUST students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Registration, (1 copy) School ID (1 copy) 1x1 ID Picture (1 copy)		University Registrar University MIS The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The university students shall report the loss of his/her library card to the Librarian/Library Staff.	1. The Librarian/Library Staff advises the student to submit the requirements.	None	2 Minutes	<i>Library Staff</i> Office of the University Library
	1.1 The librarian/library staff shall issue the library card after seven (7) days.	None	7 days	<i>Librarian/ Library Staff</i> , Office of the University Library
2. Upon received, the university student shall sign-in the log-book for issuance of library card at the University Library.	2. The Librarian/Library staff shall provide the logbook for issuance of library card.	None	1 minute	<i>Librarian/ Library Staff</i> , Office of the University Library
TOTAL		None	7 days and 3 minutes	



3. REGISTRATION ON NON-NEUST USERS TO ACCESS AND USE OF LIBRARY

Brief Description of the Service

This service covers the process on how to avail the inter-library loan services of the library to ensure quality service to the clients 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:	Outside persons/ researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Letter and Identification Card (1 copy)		The Client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The researcher/outside persons shall bring and present his/her referral letter and valid identification card to the office of the University Librarian/Campus Director for approval	1. The University Librarian/Library Staff shall forward the referral letter and the valid identification card to the College Librarian/Campus Librarian.	None	5 Minutes	College Librarian/Campus Librarian/ Library Staff, Office of the University Library
	1.1 If approved, the College Librarian/Campus Librarian shall orient the researcher about the library resources and facilities.	None	5 minutes	College Librarian/Campus Librarian, Office of the University Library
2. The researcher shall	2. The College	None	3 minutes	College



observe the rules and regulations of the library and must sign-in in the log-book for visitors at the University Library	<p>Librarian/Campus Librarian shall prepare the logbook for the client.</p> <p>2.1 The College Librarian/Campus Librarian shall return the ID to the researcher before leaving the premises.</p>	None	1 minute	<p><i>Librarian/Campus Librarian, Office of the University Library</i></p> <p><i>College Librarian/Campus Librarian Office of the University Library</i></p>
TOTAL		None	14 minutes	



Office of the Guidance and Counseling Office External Services



1. CERTIFICATE OF GOOD MORAL CHARACTER

Brief Description of the Service

This service covers the procedure on how to request a certificate of good moral character for the university students and applies to all University campuses.

Office or Division:	Office of the Guidance and Counseling			
Classification:	Simple Transactions			
Type of Transaction:	G2C -Government to Citizen			
Who may avail:	NEUST students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The university students shall pay at the Cashiers' Office.	1. The cashiers' personnel shall issue official receipt for certificate of good moral character.	Certificate of Good Moral - P10.00 per copy	1 minute	<i>Cashier's Personnel</i> , Office of the Cashiers' Office
2. The university students shall return to the guidance office and present the official receipt from cashiers' office.	2. The Guidance personnel shall print the good moral certificate.	None	2 minutes	<i>Guidance personnel</i> , Office of the Guidance and Counseling
	2.2 The printed good moral certificate shall be sealed at the registrar's office before release.	None	2 minutes	<i>Guidance personnel</i> , Office of the Guidance and Counseling
TOTAL		P10.00 per copy	5 minutes	



2. CONSULTATION SERVICE

Brief Description of the Service

This service covers the process on consultation service for the university students and applies to all University campuses.

Office or Division:	Office of the Guidance and Counseling			
Classification:	Simple Transactions			
Type of Transaction:	G2C -Government to Citizen			
Who may avail:	NEUST students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The university students shall message the counselor through contact details provided in NEUST Office of Student Affairs Verified Facebook Page	1. The Guidance personnel shall make personnel and resources available for consultation service. 1.2 Delivery of appropriate guidance service online 1.3 Evaluation of service provided	None	Depends on the nature of concern	<i>Guidance personnel, Office of the Guidance and Counseling</i>
TOTAL		None	Depends on the nature of concern	



3. COUNSELING SERVICE

Brief Description of the Service

This service covers the process on counseling service for the university students and applies to all University campuses.

Office or Division:	Office of the Guidance and Counseling			
Classification:	Simple Transactions			
Type of Transaction:	G2C -Government to Citizen			
Who may avail:	NEUST students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The university students shall message the counselor through contact details provided in NEUST Office of Student Affairs Verified Facebook Page	1. The Guidance personnel shall make personnel and resources available for counseling service. 3.1 Delivery of telemental health service 3.2 Evaluation of service provided 3.3 Follow up, if needed	None	30 minutes	<i>Guidance personnel, Office of the Guidance and Counseling</i>
TOTAL		None	30 minutes	



Office of the Student's Affairs External Services



1. HIRING AND PROMOTION OF EDITORIAL STAFF

Brief Description of the Service

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

Office or Division:	Office of the Student's Affairs			
Classification:	Simple Transactions			
Type of Transaction:	G2C -Government to Citizen			
Who may avail:	NEUST students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application form for New Applicants (1 copy) Application form for Promotion (1 copy)		Office of the Students' Affairis		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The university student shall proceed to the office students' affairs.	1. The head of the student publication shall issue NEUST-OSA-F005 (Application form for New Applicants) and NEUST-OSA-F006 (Application form for Promotion) to the applicants.	None	5 minutes	<i>Head of the Students Publication, Office of the Students Affairs</i>
2. The university college/students shall fill up the NEUST-OSA-F005 (Application form for New Applicants) and NEUST-OSA-F006 (Application form for Promotion) to the applicants at the office students' affairs	2. The Committee on students publications shall conduct competitive examination and interview for the applicants for membership, and for senior members for promotion. The Committee on Student Publications shall use	None	30 minutes	<i>Committee Students Publication, Office of the Students Affairs</i>



	<p>forms NEUST-OSA-F007 (Evaluation Form for New applicants), NEUST-OSA-F008 (Summary sheet), NEUST-OSA-F009 (Evaluation Form for Promotion), and NEUST-OSA-F010 (Endorsement Form).</p> <p>2.1 After the interview and competitive examination. The Committee on Student Publications shall endorse the list new members and editorial Board to the Dean of Student Affairs using NEUST-OSA-F011.</p>			
TOTAL		None	35 minutes	



2. NEW REGISTRATION

Brief Description of the Service

This service covers the process process of Recognition and registration for the Non-political student organizations and applies to all University campuses.

Office or Division:	Office of the Student's Affairs			
Classification:	Simple Transactions			
Type of Transaction:	G2C -Government to Citizen			
Who may avail:	NEUST students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent for Recognition (1 copy) Letter of acceptance on adviser (1 copy) Proposed activities (1 copy) List of officers and members (1 copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The university student shall submit the application form to the OSOAD – (office of student organization, activities and development) coordinators of colleges and campuses	1. The Committee on Student Organization and Activities shall review the constitution and by-laws of the applicant NPSO.	None	30 minutes	<i>Committee on Student Organization member, Office of the Students Affairs</i>
2. The university students shall pay the registration fee to the Cashier' office and must secure the official receipt number.	2. The cashier's personnel shall issue official receipt.	Depends on the documents	5 minutes	<i>Cashier's personnel, Cashier's Office</i>



<p>3. The applicant NPSO shall submit list of incumbent board of officers, with their names, respective positions, course and year, address, date of birth and specimen signatures to the OSOAD coordinator.</p> <p>3.1 The applicant NPSO shall submit the names, courses and year and signatures of at least 15 founding/current members to the OSOAD coordinator.</p> <p>3.2 The applicant NPSO shall submit their proposed activities for the entire school year including the tentative dates of implementation and a brief description of each activity to the OSOAD coordinator.</p> <p>3.3 Name of the faculty adviser/s with a letter of acceptance addressed to the Dean of Office of Student Affairs</p>	<p>3. The Head of OSOAD and the Dean of OSA shall issue a certificate of recognition with a registration number to the recognized NPSO in a recognition ceremony.</p>	None	Depends of the process	<i>Head of Office Of Student Organization, Activities and Development Office of the Students Affairs</i>
TOTAL		Depends of the documents	35 minutes (depends on the process)	



3. RECOGNIZING STUDENT PUBLICATIONS

Brief Description of the Service

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

Office or Division:	Office of the Student's Affairs			
Classification:	Simple Transactions			
Type of Transaction:	G2G -Government to Government G2C -Government to Citizen			
Who may avail:	NEUST students/college departments			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document Request Form (1 copy) Certificate of Recognition (1 copy) Recognition Requirements (1 copy)		Office of the Students' Affairs The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The university college/student shall requests for publication recognition.	1. The head of the student publication shall issue NEUST-OSA-F003 (Document Request Form) to the university college/student.	None	2 minutes	<i>Head of the Students Publication, Office of the Students Affairs</i>
2. The university college/students shall fill up the NEUST-OSA-F003 (Document Request Form) and return the form with the recognition requirements.	2. The head of the student publication shall evaluate the recognition requirements. 2.2 If the university college/student has complied all the recognition requirements, the Student Publication Head shall issue	None	10 minutes	<i>Head of the Students Publication, Office of the Students Affairs</i>



	NEUST-OSA-F004 (Certificate of Recognition) to the requester. If the requester failed to comply the needed requirement, the Student Publication Head shall inform the requester of the unsatisfied requirement			
TOTAL		None	12 minutes	



4. RENEWAL OF REGISTRATION

Brief Description of the Service

This service covers the process of Recognition and registration for the Non-political student organizations and applies to all University campuses.

Office or Division:	Office of the Student's Affairs			
Classification:	Complex Transactions			
Type of Transaction:	G2C -Government to Citizen			
Who may avail:	NEUST students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent for Recognition (1 copy) Letter of acceptance on adviser (1 copy) Proposed activities (1 copy) List of officers and members (1 copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The university student shall submit the application form to the OSOAD – (office of student organization, activities and development) coordinators of colleges and campuses.	1. The Committee on Student Organization and Activities shall review the constitution and by-laws of the applicant NPSO.	None	30 minutes	<i>Committee on Student Organization member</i> Office of the Students Affairs
2. The applicant NPSO shall submit list of incumbent board of officers, with their names, respective positions, course and year,	3. The Head of OSOAD and the Dean of OSA shall issue a certificate of recognition with a registration number to the recognized NPSO	None	Depends on the process	<i>Head of Office Of Student Organization, Activities and Development</i> Office of the Students Affairs



<p>address, date of birth and specimen signatures to the OSOAD coordinator.</p> <p>2.1 The applicant NPSO shall submit the names, courses and year and signatures of at least 15 founding/current members to the OSOAD coordinator.</p> <p>2.2 The applicant NPSO shall submit their proposed activities for the entire school year including the tentative dates of implementation and a brief description of each activity to the OSOAD coordinator.</p> <p>2.3 Name of the faculty adviser/s with a letter of acceptance addressed to the Dean of Office of Student Affairs</p>	<p>in a recognition ceremony.</p>			
TOTAL		None	35 minutes(depends on the process)	



5. 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 Student Publications and applies to all University campuses.

Office or Division:	Office of the Student's Affairs			
Classification:	Simple Transactions			
Type of Transaction:	G2C -Government to Citizen			
Who may avail:	NEUST students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Document Request Form, Document Acknowledgement Receipt Form		Office of the Students' Affairis		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The university students proceed to the Office of the Students' Affairs.	1. The head of the student publication shall issue NEUST-OSA-F001 (Document Request Form) to the student.	None	1 minute	<i>Head of the Students Publication, Office of the Students Affairs</i>
2. The university students shall fill up the NEUST-OSA-F001 (Document Request Form) at the Office of the Students' Affairs	2. The head of the student publication shall prepare the requested documents.	None	5 minutes	<i>Head of the Students Publication, Office of the Guidance and Counseling</i>
	2.1 The head of the student publication shall issue NEUST-OSA-F002 (Document Acknowledgement Receipt Form) to the student.	None	1 minute	<i>Head of the Students Publication, Office of the Guidance and Counseling</i>
3. The university	3. The head of the	None	1 minute	<i>Head of the</i>



students shall sign the NEUST-OSA-F002(Document Acknowledgement Receipt Form) at the Office of the Students' Affairs	student publication shall receive the NEUST-OSA-FOO2 (Document Acknowledgement Receipt Form).			<i>Students Publication Office of the Guidance and Counseling</i>
TOTAL		None	8 minutes	



5. STUDENT INSURANCE

Brief Description of the Service

This service covers the procedure is to establish the process of student insurance system and applies to all University campuses.

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



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESS ING TIME	PERSON RESPONSIBLE
1. The insured or beneficiary shall submit the application to the OSOAD coordinators of colleges and campuses at the Office of the Students' Affairs	1. The OSOAD Coordinator shall issue list of Group Personal Accident Insurance Claim Requirements.	None	10 minutes	OSOAD Coordinator Office of the Students Affairs
2. The insured or beneficiary shall submit the needed documents/files at the Office of the Students' Affairs	2. The OSOAD Coordinator shall check if the requirements are completed.	None	10 minutes	OSOAD Coordinator Office of the Students Affairs
	3. Release of claims to the insured or beneficiary by the Philippine British Assurance Company thru the Head of Office of Student Organization, Activities and Development.		Depends on the process	
TOTAL		None	35 minutes(depends on the process)	



6. SUBMISSION OF REQUIREMENTS OF FINANCIAL INCENTIVE FOR ACADEMIC ACHIEVERS

Brief Description of the Service

This service covers the process of financial incentives for academic achievers and applies to all University campuses.

Office or Division:	Office of the Student's Affairs			
Classification:	Simple Transactions			
Type of Transaction:	G2C -Government to Citizen			
Who may avail:	NEUST students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Photocopy of Certificate of Registration (1 copy) Authenticated Certificate of Grades (1 copy)			Registrars' Office/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 students' affairs and provide the photocopy of certificate of registration and authenticated certificate of grades.	1. The SFAO personnel shall collect from the students the requirement the photocopy certificate of registration and authenticated certificate of grades.	None	3 minutes	<i>SFAO Personnel</i> , Office of the Students Affairs
	1.1 The SFAO personnel shall issue financial assistance form.	None	1 minute	<i>SFAO Personnel</i> , Office of the Students Affairs
2. The university students shall fill up the issue financial assistance form at the Office of the Students' Affairs	2. The SFAO personnel shall collect accomplished financial assistance form.	None	5 minutes	<i>SFAO Personnel</i> Office of the Students Affairs
	2.1 Verify the adequacy of the documented	None	30 minutes	<i>SFAO Personnel</i> Office of the



	<p>information. If found adequate to meet the requirements the name of student shall be included in the master list.</p> <p>2.2 Submit the final copy of master list of academic achievers to Accounting Office</p>		Depends on the process	Students Affairs
TOTAL		None	39 minutes (depends on the process)	



7. SUBMISSION OF REQUIREMENTS OF FINANCIAL INCENTIVE FOR STUDENT-ATHLETES, MEMBERS OF THE LITERARY-CULTURAL, STUDENT LEADERS, REGIONAL, NATIONAL AND INTERNATIONAL CONTEST WINNERS AND BLAZE STAFFERS

Brief Description of the Service

This service covers the process of financial incentives for financial incentives of the student-athletes, members of the literary-cultural, student leaders, regional, national and international contest winners and Blaze staffers of NEUST in all campuses

Office or Division:	Office of the Student's Affairs			
Classification:	Simple Transactions			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	NEUST students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of Certificate of Registration (1 copy) Authenticated Certificate of Grades (1 copy)		Registrars' Office/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 students' affairs and provide the photocopy of certificate of registration and authenticated certificate of grades.	1. The SFAO personnel shall collect from the students the requirement the photocopy certificate of registration and authenticated certificate of grades.	None	3 minutes	<i>SFAO Personnel</i> Office of the Students Affairs
	1.1 The SFAO personnel shall issue financial assistance form.	None	1 minute	<i>SFAO Personnel</i> Office of the Students Affairs
2. The university students shall fill up the	2. The SFAO personnel shall collect	None	5 minutes	<i>SFAO Personnel</i> Office of the



issue financial assistance form at the Office of the Students' Affairs	<p>accomplished financial assistance form.</p> <p>2.1 Verify the adequacy of the documented information. If found adequate to meet the requirements the name of student shall be included in the master list.</p> <p>2.2 Submit the final copy of master list of members of from Literary-Cultural Group; Student Leaders, regional, national and international contest winners and Blaze staffers of NEUST.</p>	None	<p>30 minutes</p> <p>Depends on the process</p>	<p>Students Affairs</p> <p><i>SFAO Personnel</i> Office of the Students Affairs</p>
TOTAL		None	39 minutes (depends on the process)	



On-the-Job Training Office External Services



1. HANDLING OJT STUDENTS' STUDENT ENROLLMENT AND DEPLOYMENT

Brief Description of the Service

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

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



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



Office of the Sports Development Center External Services



1. RECRUITMENT OF PLAYERS

Brief Description of the Service

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

Office or Division:	Office of the Sport Development Center			
Classification:	Complex Transactions			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	NEUST students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Information Sheet (1 copy) Certificate of Participation (1 copy)		Sport Development Center The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The university student shall information sheet and certificate of participation at the Sports Development Center 1.1 Athletes must have played in the provincial/regional/national meet. 1.2 New student shall apply to take entrance examination given by the university.	1. The coaches and trainers concerned must collect and evaluate all requirements.	None	5 minutes	<i>Coaches and trainers concerned, Office of the Sports Development Center</i>
2. The qualified university students shall attend the try-out, location will be announced	2. The coaches and trainers concerned must choose the potential athletes needed by the team.	None	30 minutes	<i>Coaches and trainers concerned, Office of the Sports Development Center</i>
	2.1 The coaches		1 day	<i>Coaches and</i>

	and trainers concerned must submit the list of players to the Sports development office including the new players	None		<i>trainers concerned</i> Office of the Sports Development Center
	2.2 the Sports Director must endorse the list of players to the scholarship office	None	1 day	<i>Sports Director</i> Office of the Sports Development Center
TOTAL		None	2 days and 35 minutes	



2. SELECTION OF ATHLETES

Brief Description of the Service

This service covers procedure from the scouting/selecting players, up to the conduct of university-wide sports competition (U-Meet) university meet as venue for recruiting additional members of the NEUST varsity teams in all campuses. It also covers the University Sports Development to improve intellectual life at sports.

Office or Division:	Office of the Sport Development Center			
Classification:	Complex Transactions			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	NEUST students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Player Information sheet (1 copy)		NEUST students		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The university students/athlete shall fill-up the player information sheet at the Sports Development Center and attend to the try-outs.	1. The coaches and trainers concerned must assess the submitted application form and choose the potential athletes by the team.	None	1day	<i>Coaches and trainers concerned</i> Office of the Sports Development Center
	1.1 The coaches and trainers concerned must submit the list of players to the Sports development office including the new players	None	1 day	<i>Coaches and trainers concerned</i> Office of the Sports Development Center
TOTAL		None	2 days	



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:	Bona fide Students and Personnel of NEUST			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Health Profile (1 copy)		University Health Services Unit		
COVID Survey Form (1 copy)		University Health Services Unit		
Annual Physical Examinations (Medical/Dental)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Student Health Profile on-line	1. Receiving of the data	None	5 Minutes	Assigned MIS Personnel, MIS Office
2. Annual Physical Examination (Medical/Dental) after accomplishment of COVID Survey Form of the students and personnel	2. Limited to those with problems, the Health Services Unit will conduct the examination	None	20 Minutes	MOIII, Dental III, Nurse, Health Services Unit (HSU)
	TOTAL	None	25 Minutes	



Accounting Office

External Services



1. ASSESSMENT OF ENROLLEES

Brief Description of the Service

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

Office or Division:	Accounting Office			
Classification:	Simple Transactions			
Type of Transaction:	G2C -Government to Citizens (Students)			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Assessment Form (2 copies)		Students		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student will submit the Assessment form to the Accounting Office	1. Receive the Assessment form and verify the student fees	None	2 Minutes	Accounting Office Personnel, Accounting Office
	2. Forward to Cashier's Office or Registrar's Office	None	2 Minutes	Accounting Office Personnel, Accounting Office
TOTAL		None	4 Minutes	



2. ISSUANCE OF EXAMINATION PERMITS

Brief Description of the Service

This service covers the process in the issuance of examination permits in all University campuses

Office or Division:	Accounting Office			
Classification:	Simple Transactions			
Type of Transaction:	G2C -Government to Citizens (Students)			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ID Card (1 original copy)		Students		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student will present ID Card to the Accounting Office	1. Received Identification Card from the Student 1.1 Verification of Student's Account on the University Enrollment System	None	2 Minutes	Accounting Office Personnel, Accounting Office
2. The student will receive the examination permit from the Accounting Office	2. Printing and Issuance of Examination permit to the student	None	2 Minutes	Accounting Office Personnel, Accounting Office
TOTAL		None	4 Minutes	



Accounting Office Internal Services



1. ISSUANCE OF TAKE HOME SLIPS

Brief Description of the Service

This service covers payroll processing of NEUST employees in all 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		
Name entries to Take-home pay logbook		University personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The requesting personnel will log his/her name to the take-home pay logbook at the Accounting Office	1. Preparation of Take-Home Pay Slip According to General Payroll	None	2 Minute	Accounting Office Personnel, Accounting Office
	2. The Accounting clerk will verify the information in the Take-Home pay slip	None	1 Minute	Accounting Office Personnel, Accounting Office
	3. The Accounting personnel will forward the printed Take-Home pay slip to the Cashier's Office for signature	None	1 Minute	Accounting Office Personnel, Accounting Office
4. The requesting personnel will receive the	4. The Accounting personnel will secure the signed	None	1 Minute	Accounting Office Personnel,



signed Take-home pay slip from the Accounting Office	Take-home pay slip and issue the same to the requesting personnel			Accounting Office
TOTAL		None	5 Minutes	



2. PROCESSING OF DISBURSEMENT VOUCHERS

Brief Description of the Service

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

Office or Division:	Accounting Office			
Classification:	Complex Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	University Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved communication letter (1 copy)		University personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The personnel will submit the approved communication letter to the Accounting Office	1. Preparation of Disbursement Voucher	None	1 Day	Accounting Office Personnel, Accounting Office
	2. The Accounting personnel will forward the Disbursement voucher to the concerned Department Heads for certification	None	1 Minute	Accounting Office Personnel, Accounting Office
	3. The Accounting personnel will forward the signed Disbursement voucher to the Internal Audit	None	1 Minute	Accounting Office Personnel, Accounting Office
TOTAL		None	1 Day and 2 Minutes	



1. PROCESSING OF PAYROLL

Brief Description of the Service

This service covers payroll processing of NEUST employees 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		
CS Form 48 (Daily Time Record) (1 copy)		HRMO/University personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The HRMO will transmit the DTR of University personnel to the Accounting Office	1. Receive the DTRs	None	1 Day	Accounting Office Personnel, Accounting Office
	2. The Accounting personnel will prepare the payroll	None	1 Day	Accounting Office Personnel, Accounting Office
	3. The Accounting personnel will forward the payroll to the Internal Audit Office.	None	1 Day	Accounting Office Personnel, Accounting Office
TOTAL		None	3 Days	



Cashier's Office

External Services



1. COLLECTION OF PAYMENTS

Brief Description of the Service

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

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



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



Cashier's Office Internal Services



1. CASH ADVANCE PREPARATION

Brief Description of the Service

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

Office or Division:	Cashier's Office			
Classification:	Complex Transactions			
Type of Transaction:	G2G -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 attachments (minimum of 3 copies)		University Personnel (Internal Audit Office)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Internal Audit will transmit the approved Disbursement voucher/ Payroll to the Cashier's Office	1. Receive from the Internal Audit Office the DV/Payroll and necessary attachments	None	3 minutes	Cashier's Office Personnel, Cashier's Office
	2. Sort the payroll/ DV as per source of fund then prepare the cash advance based on the payroll/DV and supporting documents. 2.1 Forward the document package to the Head Cashier for signature Attach	None	1 Day	Cashier's Office Personnel, Cashier's Office



	prepared check to the respective DV/Payroll			
	3. Review the prepared cash advance and its attachments	None	3 Minutes	Cashier IV, Cashier's Office
	4. Sign the cash advance if all is in order	None	5 Minutes	Cashier IV, Cashier's Office
5.The Internal Audit will receive the DV/Payroll with attached cash advance from the Cashier's Office	5. Forward to Internal Audit Personnel for auditing	None	2 Minutes	Cashier IV, 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 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:	G2G -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 attachments (minimum of 3 copies)		University Personnel (Internal Audit Office)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Internal Audit will transmit the Disbursement voucher/ Payroll to the Cashier's Office	1. Receive from the Internal Audit Office the DV/Payroll and necessary attachments	None	3 minutes	Cashier's Office Personnel, Cashier's Office
	2. Sort the DV/Payroll as per source of fund then prepare the check accordingly 2.1 Prepare 3 (triplicate) copies of check. (Duplicate for MDS-advice only)	None	1 Day	Cashier's Office Personnel, Cashier's Office



	2.2 Attach prepared check to the respective DV/Payroll			
	3. Record the check details to the record book/routing slip of checks prepared then forward to the Head Cashier for signature	None	3 Minutes	Cashier's Office Personnel, Cashier's Office
	4. Review the prepared checks against the DV and its attachments 4.1 Sign the check/s if all is in order.	None	5 Minutes	Cashier IV, Cashier's Office
5. The Internal Audit will receive the DV/Payroll with attached checks from the Cashier's Office	5. Forward to Internal Audit Personnel for auditing	None	2 Minutes	Cashier IV, Cashier's Office
TOTAL		None	1 Day and 13 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:	G2G -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 attachments (minimum of 3 copies)		University Personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. Receive from the Office of the President the approved checks with 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	3 Minutes	Cashier's Office Personnel, Cashier's Office
3. The claimant/payee will sign on the check receiving/releasing logbook/registry and on the DV and/or payroll from the	3. Ask the claimant/payee to sign on the check receiving/releasing logbook/registry 3.1 Request the	None	2 Minutes	Cashier's Office Personnel, Cashier's Office



Cashier's Office	<p>payee to sign the DV and/or payroll</p> <p>3.2 Release/ Disburse the check to the payee. Require authorization if the claimant is different person from the payee indicated on the check.</p>			
4. The claimant/ payee will receive the check from the Cashier's Office	4. Issue the check to the payee/claimant	None	1 Minute	Cashier's Office Personnel, Cashier's Office
TOTAL		None	7 Minutes	



Internal Audit Office

Internal Services



1. CHECKING OF DISBURSEMENT VOUCHER

Brief Description of the Service

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

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



	invoice/delivery receipt.			
	3. If there are no corrections, proceed with the checking of the details from the purchase request form to purchase order form; if there are corrections, return to the Supply Office	None	1 Day	<i>Internal Audit Office Personnel, Internal Audit Office</i>
4. The Budget Office will receive the audited disbursement voucher from Internal Audit Office	4. Detach a copy of purchase order, and record at the ledger 4.1 Transmit to the Budget Office the Audited disbursement voucher.	None	2 Minutes	<i>Internal Audit Office Personnel, Internal Audit Office</i>
TOTAL		None	2 Days and 4 Minutes	



2. CHECKING OF LIQUIDATION REPORT

Brief Description of the Service

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

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



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



	teaching personnel)			
TOTAL		Depends on the amount audited	2 Days and 10 Minutes	



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

Brief Description of the Service

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

Office or Division:	Internal Audit Office			
Classification:	Complex Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	Accounting Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher (minimum of 3 copies) Billing Statement (1 copy)		Accounting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Accounting Office will transmit the disbursement voucher with attachments to the Internal Audit Office	1. Received disbursement voucher and billing statements from the Accounting Office	None	2 minutes	<i>Internal Audit Office Personnel, Internal Audit Office</i>
	2. Check the correct amount, period covered to be paid and computation of tax.	None	1 Day	<i>Internal Audit Office Personnel, Internal Audit Office</i>
3. The Budget Office will receive the audited disbursement voucher from Internal Audit Office	3. If with corrections the Disbursement voucher of payment of bills will be returned to Accounting Office; If with no correction,	None	2 Minutes	<i>Internal Audit Office Personnel, Internal Audit Office</i>



	it will then be transmitted to Budget Office.			
TOTAL		None	1 Day and 4 Minutes	



4. CHECKING OF PAYROLL

Brief Description of the Service

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

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



TOTAL	None	2 Days and 4 Minutes	
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5. CHECKING OF PUBLIC BIDDING FOR GOODS AND SERVICES

Brief Description of the Service

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

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



<ul style="list-style-type: none"> <input type="checkbox"/> Duly signed of notice of opening of bids <input type="checkbox"/> Duly signed minutes of opening of bids <input type="checkbox"/> Duly signed attendance sheet <ul style="list-style-type: none"> • Post- qualification Conference <input type="checkbox"/> Duly signed notice of post qualification conference <input type="checkbox"/> Duly signed minutes of post qualification conference <input type="checkbox"/> Duly signed attendance sheet <ul style="list-style-type: none"> • Original or Certified true copy of payment of Bidding documents • Credit line • Request for quotation • Company Profile • Duly signed Store Receipt Number • Duly signed inventory custodian slip • Equipment ledger • Duly signed property acknowledgement receipt • Duly signed inspection and acceptance report • Sales invoice/delivery receipt/cash invoice • Duly signed requisition issue slip • Disbursement Vouchers Technical and Eligibility Component <ul style="list-style-type: none"> • Bid security as to form, amount and validity period • Valid and Current Mayors Permit • DTI certificate of Business Name registration/SEC Registration • Valid joint venture agreement, in case of a joint venture • PHILGEPS registration certificate • Certificate of BIR Registration • Tax Clearance Certificate • Statement of all on-going and completed government and private contracts within the relevant period, where applicable, including contracts awarded but not yet started, if any whether similar or not similar in nature and complexity to the contract to be bid; and Statement of the Bidder's Single Largest Completed 	
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Contract (SLCC) similar to the contract to be bid in accordance with ITB Clause 5.4 of PBD.

- Audited financial statements, stamped “received” by the BIR or its duly accredited and authorized institutions, for the immediately preceding calendar year, among others, the total current assets and liabilities.

- Computation of NFCC

- Omnibus Sworn Statement by the prospective bidder or its duly authorized representative in the forms prescribed by the GPPB as to the following:

- ☐ The signatory is the duly authorized representative of the prospective bidder and granted full power and authority to do, execute and perform any and all acts necessary to participate, submit the bid, and to sign and execute the ensuing contract accompanied by the duly notarized Special Power of Attorney, Board/partnership resolution or secretary’s certificate whichever is applicable;

- ☐ It is not blacklisted or barred from bidding by the government or any of its agencies, offices, corporations, or LGUs, including government/foreign or international financing institution whose blacklisting rules have been recognized by the GPPB;

- ☐ Each of the documents submitted in satisfaction of the bidding requirements is an authentic copy of the original or a true and faithful reproduction of the original, complete and that all statements and information provided therein are true and correct;

- ☐ It is authorizing the HOPE or his duly authorized representative to verify any or all of the documents submitted for eligibility check;

- ☐ It complies with the disclosure provision under Section 47 of RA 9184 and its IRR in relation to other provisions of RA 3019



<input type="checkbox"/> It complies with the existing labor laws and standards <input type="checkbox"/> It complies with the responsibilities of a prospective or eligible bidder provided in the PBDs. <input type="checkbox"/> It did not give or pay, directly or indirectly, any omission, amount fee, or any form of consideration, pecuniary or otherwise, to any person or official, personnel or representative of the government in relation to any procurement project or activity. <ul style="list-style-type: none"> • Certificate of Non-Inclusion in the blacklist • Authorities of bidder's representative under D.O. 176, series of 1993 dated January 12, 2005 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Supply Office will transmit the disbursement voucher with attachments to the Internal Audit Office	1. Received disbursement voucher with attachments from the Supply Office	None	2 minutes	<i>Internal Audit Office Personnel, Internal Audit Office</i>
	2. Check the correct amount, period covered to be paid and computation of tax.	None	1 Day	<i>Internal Audit Office Personnel, Internal Audit Office</i>
3. The Budget Office will receive the audited disbursement voucher from Internal Audit Office	3. If with corrections the Disbursement voucher of payment of public bidding for goods will be returned to Supply Office; If with no correction, it will then be transmitted to Budget Office.	None	2 Minutes	<i>Internal Audit Office Personnel, Internal Audit Office</i>



TOTAL	None	1 Day and 4 Minutes	
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6. CHECKING OF PUBLIC BIDDING FOR INFRASTRUCTURE

Brief Description of the Service

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

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



<ul style="list-style-type: none"> <input type="checkbox"/> Duly signed supplemental/bid bulletin <input type="checkbox"/> Duly signed attendance sheet • Opening of bids <input type="checkbox"/> Duly signed of notice of opening of bids <input type="checkbox"/> Duly signed minutes of opening of bids <input type="checkbox"/> Duly signed attendance sheet • Post- qualification Conference <input type="checkbox"/> Duly signed notice of post qualification conference <input type="checkbox"/> Duly signed minutes of post qualification conference <input type="checkbox"/> Duly signed attendance sheet • Bidder's DOLE Certificate of Registration • Duly signed and notarized affidavit of re payments of bills and materials • Duly signed Statement of Time to Elapsed and Work Accomplishment • Duly signed back up computation • Duly signed as built plan • Duly signed test materials result • Duly signed building permit/fire clearance/zoning clearance and occupancy permit • Logbook • Duly signed contractor's all risk policy • Original or Certified true copy of payment of Bidding documents • Credit line • Disbursement Vouchers Technical and Eligibility Component • Bid security as to form, amount and validity period • Valid and Current Mayors Permit • Valid PCAB License • DTI certificate of Business Name registration/SEC Registration • Valid joint venture agreement, in case of a joint venture • PHILGEPS registration certificate • Certificate of BIR Registration 	
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<ul style="list-style-type: none"> • Tax Clearance Certificate • Statement of all on-going and completed government and private contracts within the relevant period, where applicable, including contracts awarded but not yet started, if any whether similar or not similar in nature and complexity to the contract to be bid; and Statement of the Bidder's Single Largest Completed Contract (SLCC) similar to the contract to be bid in accordance with ITB Clause 5.4 of PBD. • Audited financial statements, stamped "received" by the BIR or its duly accredited and authorized institutions, for the immediately preceding calendar year, among others, the total current assets and liabilities. • Computation of NFCC • Project requirements: <ul style="list-style-type: none"> <input type="checkbox"/> Duly signed construction schedule and s curve <input type="checkbox"/> Manpower schedule <input type="checkbox"/> Construction methods <input type="checkbox"/> Organizational chart for the contract to bid <input type="checkbox"/> Duly signed list of contractor's personnel (project manager, project engineers, materials engineer and foreman) to be assigned to the contract to be bid, with their completed qualifications and experience data <input type="checkbox"/> Duly signed list of contractors' equipment unit, which are owned, leased and/or under purchase agreements', supported by certification of availability of equipment from the lessor/vendor for the duration of the project <input type="checkbox"/> Duly signed equipment utilization schedule <input type="checkbox"/> Affidavit of site inspection <input type="checkbox"/> Construction safety and health program of the contractor • Omnibus Sworn Statement by the 	
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<p>prospective bidder or its duly authorized representative in the forms prescribed by the GPPB as to the following:</p> <ul style="list-style-type: none"><input type="checkbox"/> The signatory is the duly authorized representative of the prospective bidder and granted full power and authority to do, execute and perform any and all acts necessary to participate, submit the bid, and to sign and execute the ensuing contract accompanied by the duly notarized Special Power of Attorney, Board/partnership resolution or secretary's certificate whichever is applicable;<input type="checkbox"/> It is not blacklisted or barred from bidding by the government or any of its agencies, offices, corporations, or LGUs, including government/foreign or international financing institution whose blacklisting rules have been recognized by the GPPB;<input type="checkbox"/> Each of the documents submitted in satisfaction of the bidding requirements is an authentic copy of the original or a true and faithful reproduction of the original, complete and that all statements and information provided therein are true and correct;<input type="checkbox"/> It is authorizing the HOPE or his duly authorized representative to verify any or all of the documents submitted for eligibility check;<input type="checkbox"/> It complies with the disclosure provision under Section 47 of RA 9184 and its IRR in relation to other provisions of RA 3019<input type="checkbox"/> It complies with the existing labor laws and standards<input type="checkbox"/> It complies with the responsibilities of a prospective or eligible bidder provided in the PBDs.<input type="checkbox"/> It did not give or pay, directly or indirectly, any omission, amount fee, or any form of consideration, pecuniary or otherwise, to any person or official, personnel or representative of the government in relation to any procurement	
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<p>project or activity.</p> <ul style="list-style-type: none"> • Certificate of Non-Inclusion in the blacklist • Authorities of bidder's representative under D.O. 176, series of 1993 dated January 12, 2005 <p>Financial Component</p> <ul style="list-style-type: none"> • Duly signed bid prices in the bill of quantities • Duly signed detailed estimates • Duly signed cash flow by quarter and payment schedule <p>IDO Component</p> <ul style="list-style-type: none"> • Duly signed Inspection Report • Duly signed Accomplishment Report • Duly signed Certificate of Turnover of Completed Infrastructure Project. • Duly signed Bill estimate of materials/scope of work. • Duly signed plan and specification • Duly signed Pert/CPM • Duly signed construction of safety & health program • Duly signed the bill of quantities • Duly signed detailed estimates • Duly signed construction schedule • Duly signed manpower schedule • Duly signed construction methods • Duly signed equipment utilization schedule • Duly signed specifications • Duly signed program of works 				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Accounting Office will transmit the disbursement voucher with attachments to the Internal Audit Office	1. Received disbursement voucher from the Accounting Office	None	2 minutes	Internal Audit Office Personnel, Internal Audit Office
	2. Check the correct amount, period	None		Internal Audit Office Personnel,



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



7. CHECKING OF PURCHASING DOCUMENTS

Brief Description of the Service

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

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



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



8. CHECKING OF REIMBURSEMENT

Brief Description of the Service

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

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



	supporting documents are correct and with complete signatures it will be then transmitted to Budget Office.			
TOTAL		None	1 Day and 4 Minutes	



9. INSPECTION OF DELIVERIES AND REPAIRS

Brief Description of the Service

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

Office or Division:	Internal Audit Office			
Classification:	Complex Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	Supply Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Delivery, Approved P.O, Sales invoice (3 ccopies)		Supply Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Supply Office will transmit the Delivery, Approved P.O, Sales invoice to the Internal Audit Office	1. Look for the approved PO and supplies and delivery items 1.1 Check if the delivery is complex or simple 1.2 Call the end user or a technical personnel if the delivery is complex 1.3 Check if the specifications and quantity is the same on PO	None	15 minutes	Internal Audit Office Personnel, Internal Audit Office
	2. Notify the supply staff and the supplier if the	None	2 Minutes	Internal Audit Office Personnel,



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



10. RELEASING OF APPROVED PAYROLLS AND VOUCHERS

Brief Description of the Service

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

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



11. REVIEW OF CHECK DETAILS

Brief Description of the Service

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

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



Budget Office

External Services



1. BUDGET ACCOUNTABILITY

Brief Description of the Service

This service applies to all processes related to the preparation, legislation, execution and accountability of the budget cycle in the University.

Office or Division:	Budget Office			
Classification:	Highly Technical Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	Department of Budget and Management (DBM)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Major Final Outputs (Form A) (1 copy) Agency Performance Measure (Form B) (1 copy)		Accounting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	<p>1. The University President, Vice President, Program Directors, and Chiefs of Sections shall determine the Performance and Target Outcomes of the University.</p> <p>1.1 These performance measures shall be set alongside the preparation of the Agency Budget. These performance targets shall be listed in the Major Final Outputs (Form A) Agency Performance</p>	None	90 Days	<p><i>Concerned Heads, Directors, VPs, University President, Concerned Offices</i></p>



	Measure (Form B)			
	2.The Agency Performance Reviews (APRs) shall be conducted quarterly or every semester, as the case may be. Annual Budget Performance Assessment Review (BPAR) shall be conducted to determine each agency's accomplishments and performance by the year-end.	None	90 Days	
3. The DBM will receive the Agency Performance Review from the University	3. The Budget Officer and the University President shall submit the Agency Performance Review to DBM for review.	None	1 Day	<i>Budget Officer IV/University President, Budget Office/ Office of the Univeristy President</i>
TOTAL		None		



2. BUDGET EXECUTION

Brief Description of the Service

This service applies to all processes related to the preparation, legislation, execution and accountability of the budget cycle in the University

Office or Division:	Budget Office			
Classification:	Highly Technical Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	Department of Budget and Management (DBM)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DBM Circulars (1 copy) DBM Memoranda (1 copy) Special Allotment Release (1 copy) Order (SARO) (1 copy) Notice of Cash Allocation (NCA) (1 copy)		Accounting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The DBM will issue guidelines on the release and utilization of funds to the University	1. The University shall submit its Budget Execution Documents (BEDs) at the start of budget execution to the DBM.	None		VPs, Budget Officer, Budget Office/ Office of the VPABF/ Office of the VPAA
2. The DBM will Release Allotment and will issue Notice of Cash Allocation to the University	2. Implement Program/Project and Pay Incurred obligations	None		Concerned Heads, Directors, VPs, University President, Concerned Offices
TOTAL		None		



3. BUDGET PREPARATION

Brief Description of the Service

This service applies to all processes related to the preparation, legislation, execution and accountability of the budget cycle in the University

Office or Division:	Budget Office			
Classification:	Highly Technical Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	Department of Budget and Management (DBM)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
National Budget Call (1 copy) Program Activities Budget Preparation Forms University Budget Proposal ADCO Resolution Approving The University Budget Proposal Transmittal Letter to DBM for The University Budget Proposal Board Resolution Approving the University Budget Proposal		Department of Budget and Management NEUST		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The DBM will issue the National Budget Call to the University	1. The University President and Budget Officer shall attend the forum relative to the preparation of the ensuing year's budget at the Department of Budget and Management Regional Office. 1. The University personnel who attended the Budget Forum regarding the preparation of the	None	120 Days (the whole process of budget preparation)	<i>University President/ Budget Officer IV, Office of the President/ Budget Office</i>



	ensuing year's budget conducted by the DBM Regional Office shall disseminate the information to all concerned officials of the University (Budget Council).			
	<p>2. The Budget Council shall deliberate and recommend the University's budget priorities and shall be included in the agency budget proposal.</p> <p>2.1 The annual budget proposal of the University shall be prepared in accordance with the budgetary policies of the government and the rules and regulations prescribed by the Board of Regents.</p> <p>2.1 Conduct University Budget Forum and Identify Budget Priorities for the Ensuing Year</p>	None	120 Days (the whole process of budget preparation)	<p><i>Member of the Budget Council</i> <i>GAD Focal Person</i> <i>HRMO</i> <i>PPSDS,</i> <i>Budget Council</i></p>
	<p>3. Prepare the different Budget Preparation Form</p> <p>3.1 The different budget preparation forms shall be prepared by the concerned university personnel for the previous year, current year and succeeding year broken down as</p>	None	120 Days (the whole process of budget preparation)	<p><i>Accountant IV</i> <i>Budget Officer</i> <i>Planning Officer</i> <i>PPSD</i> <i>Director</i> <i>HRMO</i> <i>GAD Focal Person</i> <i>Vice Presidents</i></p>

	<p>follows:</p> <p>Statement of Revenues (General Fund)</p> <p>Statement of Revenues and Expenditures (Special Account in the General Fund)</p> <p>Statement of Other Receipts/Expenditures Deposited outside of the Bureau of the Treasury</p> <p>Comparison of Appropriations and Obligations</p> <p>Summary of Obligations and Proposed Programs/Projects</p> <p>Obligations, by Object of Expenditures (Maintenance and Other Operating Expenses)</p> <p>Obligations, by Object of Expenditures (Personnel Services)</p> <p>Obligations, by Object of Expenditures (Capital Outlays)</p> <p>Program Expenditure Plan</p> <p>Profile and Requirements of Programs/Locally-</p>			
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	<p>Funded Projects</p> <p>Foreign-Assisted Project Profile (if any)</p> <p>Requirements of Foreign-Assisted Projects (if any)</p> <p>Staffing Summary of Non-Permanent Positions</p> <p>List of Retirees for Payment of Terminal Leave and Retirement Gratuity Benefits</p> <p>FY 20___ Proposed Provisions (if any)</p> <p>FY 20___ Annual GAD Plan and Budget</p> <p>Annual GAD Accomplishment Report (Previous Year)</p> <p>MFO Budget Matrix</p> <p>Agency Performance Measures</p> <p>Summary of RDCs/CSOs</p> <p>Feedback on Agency Major Ongoing Programs and Projects</p>			
	4. Present the University Budget Proposal for comment and approval	None	120 Days (the whole process of budget preparation)	<i>Budget Officer</i> IV/ Budget Office



	5. Submit the Agency Budget Proposal with transmittal letter to the DBM Regional Office	None	120 Days (the whole process of budget preparation)	<i>University President, Office of the President</i>
	6. Present the Agency Budget Proposal to the Board of Regents for Approval	None	120 Days (the whole process of budget preparation)	<i>University President, Office of the President</i>
TOTAL		None	120 Days (the whole process of budget preparation)	



Human Resource Management Office

Internal Services



1. APPLICATION FOR LEAVE

Brief Description of the Service

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

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



	1.1The HRMO Personnel will process and post the leave application to the Employee's leave card.	None	1 Minute	HRMO Personnel Human Resource Management Office
	1.2The HRMO Personnel will transmit the processed and signed application for leave to the authorized official for signature.	None	1 day	HRMO Personnel Human Resource Management Office
	1.3The HRMO Personnel will release approved application for leave to the Internal Audit.	None	5 minutes	HRMO Personnel Human Resource Management Office
	1.4The HRMO Personnel will file the other copy of leave form the employee's 201 file.	None	3 minutes	HRMO Personnel Human Resource Management Office
TOTAL		None	1 day and 11 minutes	



2. EMPLOYMENT RECORD

Brief Description of the Service

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

Office or Division:	Office of the Human Resource Management Office			
Classification:	Simple Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	NEUST Faculty and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Logbook for Service Record		Human Resource Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The university faculty/staff shall sign in the record book for the request for employment record.	1. The Human Resource Management Office personnel shall check the Record Book for employee's requests.	None	2 Minutes	<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
	1.2 The HRM Officer will sign the requested employment record.	None	1 minute	<i>HRMO Officer</i> Human Resource Management Office
	1.3 The HRMO personnel will release	None	5 minutes	<i>HRMO Personnel</i> Human Resource Management Office



	the signed employment record to the requesting party.			
2. The university faculty/staff shall receive the employment record and sign in the record book.	3. The Human Resource Management Office personnel shall check the record Book	None	1 minute	<i>HRMO Personnel Human Resource Management Office</i>
TOTAL		None	10 minutes	



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

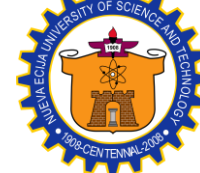
Brief Description of the Service

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

Office or Division:	Office of the Human Resource Management Office			
Classification:	Complex Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	NEUST Faculty and staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Statement of Assets, Liabilities and Networth Revised 2015 (1 copy)			The client will provide	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The university faculty/staff shall receive the SALN form to the human resource management office.	<p>1. The Human Resource Management Office personnel shall issue SALN form to all plantilla-based personnel of the University.</p> <p>1.1 The HRMO personnel shall strictly require all employees to fill in all applicable information and/or make a true and detailed statement in their SALNs. Items not applicable should be marked N/A (not applicable).</p>	None	5 Minutes	<i>HRMO Personnel</i> Human Resource Management Officer



2. The university faculty/staff shall accomplished the SALN form and submit to the human resource management office.	3. The Human Resource Management Office personnel upon receiving the SALN forms shall check for the completeness of the information required to be filled in the form. 3.1 All submitted SALN received by the HRMO personnel will be transmitted to the SALN Review and Compliance Committee for evaluation if the same is submitted on time, complete and in proper form	None	5 minutes	<i>HRMO Personnel Human Resource Management Officer</i>
		None	7 days	<i>HRMO Personnel Human Resource Management Officer</i>
TOTAL		None	7 days and 10 minutes	



3. STRATEGIC PERFORMANCE MANAGEMENT SYSTEM (SPMS)

Brief Description of the Service

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

Office or Division:	Office of the Human Resource Management Office			
Classification:	Complex Transactions			
Type of Transaction:	G2G-Government to Government			
Who may avail:	NEUST Faculty and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Office Performance Commitment and Review (OPCR) (2 copies)		The client will provide		
Individual Performance Commitment and review (IPCR) (2 copies)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The university faculty/staff shall receive the submitted targets for the next rating periods.	1. The Human Resource Management Office personnel shall receive the target for the next rating period and return before the said period.	None	5 Minutes	HRMO Personnel Human Resource Management Officer
2. The university faculty/staff shall receive the IPCR Individual Performance Commitment Review and the OPCR Office Performance Commitment	2. The Human Resource Management Office personnel shall return back to the officials and employees of the University the submitted targets for the next rating period. 2.1. The University has two rating periods which	None	5 minutes	HRMO Personnel Human Resource Management Officer



Review to the human resource management office.	are from January to June and from July to December. 2.2. The submission of IPCR and OPCR forms is every second week of July for January to June rating period and every second week of January of the succeeding year for July to December rating period.			
3. The university faculty/staff shall accomplished the IPCR and OPCR forms every second week of July for January to June rating period and every second week of January of the succeeding year for July to December rating period.	3. The Human Resource Management Office personnel shall retrieve the fully accomplished and signed Individual Performance Commitment Review (IPCR) and Office Performance Commitment Review (OPCR) together with the target for the next rating period.	None	7 days	<i>HRMO Personnel Human Resource Management Officer</i>
TOTAL		None	7 day and 10 minutes	



5. SUBMISSION OF DAILY TIME RECORD

Brief Description of the Service

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

Office or Division:	Office of the Human Resource Management Office			
Classification:	Simple Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	NEUST Faculty and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Civil Service Form 48/attachements		University Personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. The HRMO personnel shall release the official printed DTRs to the officials and employees of the University after the printing of the said DTR by the MIS personnel.	None	1 day	<i>HRMO Personnel</i> Human Resource Management Officer
1. The university faculty/staff shall receive the CS Form 48 and attach (if any) the requirements needed and the signature of supervisor.	1.The HRMO personnel shall check the completeness of time entry, signature of the employee and his/her immediate supervisor or authorized official, and with attachments or supporting documents in case the official or employee is on Official Businesses.	None	1 minute	<i>HRMO Personnel</i> Human Resource Management Officer
	1.1The HRMO personnel will transmit	None	5 minutes	



	the other copy of the employee's DTR to the Internal Audit of the University			
TOTAL		None	1 day and 6 minutes	



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

Brief Description of the Service

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

Office or Division:	Office of the Human Resource Management Office			
Classification:	Complex Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	NEUST Faculty and staff retirees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CS FORM 6 (3 original copies) RETIREMENT APPLICATION FROM GSIS (3 photocopies) CS FORM 7 – CLEARANCE FORM (4 copies) SALN FORM (1 original copy/ 2 photocopies) CSC/OMBUDSMAN CLEARANCE (3 photocopies) APPROVED INTENT LETTER TO RETIRE (3 photocopies) AFFIDAVITS (1 original copy/ 2 photocopies) LATEST APPOINTMENT/NOSA (3 photocopies)		NEUST Faculty and staff retirees		
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 to the HRMO.	1. The HRMO personnel will issue the list of requirements to the retiree.	None	3 Minutes	<i>HRMO Personnel</i> Human Resource Management Officer
	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</i> Human Resource Management Officer



3. The retiree will prepare and submit the complete required documents to the HRMO.	3. The HRMO personnel shall check the completeness of the submitted requirements and shall issue the updated and signed Service Record and Certification of Leave of Absences without pay to the retiree.	None	10 Minutes	<i>HRMO IV/HRMO Personnel Human Resource Management Officer</i>
4. The retiree will fill up the CS Form 6 (leave forms) for terminal leave application to the HRMO (applicable for retirees with remaining leave credits)	4. The HRMO personnel shall process and sign the leave application and transmit to the designated signatories.	None	1 Day	<i>HRMO IV/HRMO Personnel Human Resource Management Officer</i>
	5. The HRMO personnel shall transmit the approved terminal leave application with attached required documents of the retiree to the Budget Office.	None	2 Minutes	<i>HRMO Personnel Human Resource Management Officer</i>
TOTAL		None	3 days and 15 minutes	



Office of the Human Resource Management External Services



1. APPOINTMENT PREPARATION FOR JOB ORDER PERSONNEL

Brief Description of the Service

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

Office or Division:	Office of the Human Resource Management Office			
Classification:	Simple Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	NEUST Job order Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application letter, accomplishment report, recommendation letter and credentials.		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The university job order personnel shall receive the termination letter.	1. The HRMO personnel will receive the approved termination letter from the personnel.	None	1 Minute	<i>HRMO Personnel</i> Human Resource Management Office
2. The university job order personnel shall prepare the application letter, accomplishment report, recommendation letter and credentials and submit to the president's office.	2. The President's office staff shall forward the approved renewal of the job order personnel.	None	1 day	<i>President's Office Staff</i> President's Office
	2.1 The HRMO personnel will prepare the appointment for JO personnel with the information: name, designation, rate per	None	30 minutes	<i>HRMO Personnel</i> Human Resource Management Office

	<p>month, period of employment, funding source, and office assignment as well as the specific functions and duties of the JO personnel.</p> <p>2.2The HRMO personnel will contact the JO personnel to sign in the appointment.</p>	None	30 minutes	HRMO Personnel Human Resource Management Office
3. The university job order personnel shall sign the contract of service.	<p>3. The HRMO personnel will certify the appointment of JO personnel.</p>	None	1 minute	HRMO Personnel Human Resource Management Office
	<p>3.1The HRMO personnel will transmit the appointment to the Head of Agency for signature.</p>	None	5 minutes	HRMO Personnel Human Resource Management Office
	<p>3.2After receiving the approved appointment, the HRMO personnel will release a copy to the accounting office and internal audit.</p>	None	1 minute	HRMO Personnel Human Resource Management Office
TOTAL		None	2 days and 8 minutes	



2. APPOINTMENT PREPARATION FOR STUDENT ASSISTANTS

Brief Description of the Service

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

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



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



Office of the Human Resource Management Internal/External Services



1. PUBLICATION OF VACANT POSITIONS

Brief Description of the Service

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

Office or Division:	Office of the Human Resource Management Office			
Classification:	Complex Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	University President			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice from the University President (1 copy)		University President		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The university president will instruct the HRMO to publish vacant positions.	1. The HRMO will receive instruction from the president to publish vacant positions	None	1 Minute	HRMO IV, Human Resource Management Office
	1.1 The HRMO Personnel will prepare the publication of vacant positions to be signed by the HRMO IV and to be submitted at the Civil Service Commission Field Office.	None	15 minutes	HRMO IV, HRMO Personnel, Human Resource Management Office
	1.2 The HRMO Personnel will submit the request for publication of vacant positions to the CSC Nueva Ecija Field Office	None	5 Minutes	HRMO Personnel, Human Resource Management Office
	1.3 The HRMO will post the published vacant position in 3	None	2 minutes	HRMO Personnel, Human Resource Management Office



	conspicuous places			
TOTAL		None	23 minutes	



2. RECEIVING AND SCREENING OF APPLICATIONS

Brief Description of the Service

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

Office or Division:	Office of the Human Resource Management Office			
Classification:	Complex Transactions			
Type of Transaction:	G2G -Government to Government G2C -Government to Citizen			
Who may avail:	Outside applicants/ University Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application letter and other credentials (1 copy)		Outside applicants/ University Personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The applicants will submit their application to the Human Resource Management Office through walk-in or email.	1. The HRMO will pre-screen the qualified applicants	None	2 Days	HRMO IV/HRMO Personnel, 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	15 minutes	HRMO IV/HRMO Personnel, Human Resource Management Office
	1.2 The HRMO Personnel will inform the qualified applicants for the schedule of interview	None	5 Minutes	HRMO Personnel, Human Resource Management Office
	1.3 The HRMO will forward the applications	None	2 minutes	HRMO Personnel, Human Resource Management Office



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



	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>
TOTAL		None	6 Days and 32 minutes	



Learning and Development Unit Internal Services



1. REQUEST TO ATTEND TRAINING/SEMINAR/CONFERENCE

Brief Description of the Service

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

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



3. The personnel will accomplish and submit the Training Evaluation form to the L&D Unit Head.	3. The L&D Unit will receive the Training Evaluation Form.	None	10 Minutes	L&D Head, L&D Unit
TOTAL		None	2 Days and 11 Minutes	



Records Office Internal Services



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

Brief Description of the Service

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

Office or Division:	Records Office			
Classification:	Simple Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	University Personnel/Campuses/Offices/College Departments/Units			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Office orders (1 copy) Memorandum (1 copy) Communication letters (1 copy)			Office of the University President/University Personnel/ Campuses/Offices/College Departments/Units	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	1. The Records Office sorts the document receives from the Office of the University President/university personnel/offices/college departments/units	None	3 Minutes	<i>Records Officer I, Record's Office</i>
2. Concerned Personnel/Offices/College Departments/Units receives the documents from the Record's Office	2. The Record's Office disseminates the documents to concerned personnel/offices/college departments/units	None	25 Minutes	<i>Records Officer I, Record's Office</i>
	3 The Record's Office writes and records the received documents in respective logbooks	None	1 Minute	<i>Records Officer I, Record's Office</i>



	4 The Record's Office files the documents in their respective folders	None	2 Minutes	<i>Records Officer I, Record's Office</i>
TOTAL		None	31 Minutes	



Procurement Office

Internal Services



1. RECEIVING OF APPROVED PURCHASE REQUEST

Brief Description of the Service

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

Office or Division:	Procurement Office			
Classification:	Complex Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	University Personnel/ Campuses/Offices/College Departments/Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved purchase request form (3 original copies)		University Personnel/ Campuses/Offices/College Departments/Units		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The University personnel/campuses/ offices/ college departments/ units submit all original copies of approved purchase request form to the Office of the University President	1. The Office of the President personnel will receive from the personnel 3 original copies of the purchase request form for approval of the University President	None	2 Minutes	<i>Assigned personnel of the day, Office of the President</i>
	2. The Office of the President personnel will transmit the approved purchase request form to the Procurement Office 2.1 The Procurement Office personnel receives and checks the control number of form/s and duly approved and signed by the end user and the University President	None	3 Minutes	<i>Assigned Office of the President personnel of the day/ Assigned Procurement Personnel of the day, Procurement Office/ Office of the President</i>



	3. The Procurement Office detaches a copy of the PR, file in the end user files	None	3 Minutes	<i>Assigned Procurement Personnel of the day, Procurement Office</i>
	4. The Procurement Office sorts the item/s listed in the request according to its product category	None	15 Minutes	<i>Assigned Procurement Personnel of the day, Procurement Office</i>
	5. The Procurement Office checks the total amount of ABC to identify the Mode of Procurement to be conducted. 5.1 If the ABC exceeds the threshold of the Shopping Method under the Alternative Mode of Procurement the buyer/canvasser shall forward the Purchase Request to the BAC Secretariat to use the other method of procurement such as Public Bidding or Small Value Procurement	None None	1 Hour 1 Hour	<i>Assigned Procurement Personnel of the day, Procurement Office</i> <i>Assigned Procurement Personnel of the day, Procurement Office</i>
	6. The Procurement Office shall proceed with the preparation of request of quotation if the ABC is within the threshold of the Shopping Method under the Alternative Mode of Procurement	None	15 Minutes	<i>Assigned Procurement Personnel of the day, Procurement Office</i>
TOTAL		None	2 Hours and 38 Minutes	



Procurement Office External Services



1. PUBLIC BIDDING

Brief Description of the Service

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

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



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

		<p>Php25,000</p> <p>ABC: More than 50M up to 500M = Php50,000</p> <p>ABC: More than 500M = Php75,000</p>		
<p>4. The attendance of the prospective bidder, while not mandatory, is encouraged.</p>	<p>4. The BAC, TWG, Secretariat, End-user shall conduct Pre-bid conference to clarify and/or explain any of the requirements, terms, conditions and specifications stipulated in the bidding documents.</p>	<p>None</p>	<p>1 Day</p>	<p><i>BAC, TWG Members, BAC Secretariat, End-user, Observer, Procurement Office/ BAC Office/ Concerned Offices</i></p>



5. The bidder shall submit the complete bidding documents on the date, time and place specified in the Invitation to Bid	5.The BAC Secretariat shall receive the bid documents submitted by the bidders on or before the scheduled time of submission	None	1 Minute	<i>BAC Secretariat,</i> Procurement Office/ BAC Office
6. The attendance of the bidder, while not mandatory, is encouraged.	6. The BAC Members, BAC Secretariat, TWG Members and the End-user shall facilitate the Opening of Bids on the scheduled date based on the procedure specified in the RA 9184	None	1 Day	BAC, TWG Members, BAC Secretariat, End-user, Observer, Procurement Office/ BAC Office/ Concerned Offices
	7.The BAC will declare failure of bidding if all the bids were greater than the ABC and will proceed to the reviewing of bidding documents. If it happens to have a second failure of bidding, the BAC shall proceed to	None	1 Day	BAC Secretariat/ <i>TWG Members</i> , Procurement Office/ BAC Office

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

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



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



Supply Office

Internal Services



1. REQUISITION OVER THE COUNTER

Brief Description of the Service

This service covers the requisition of over the counter transactions and applies in all campuses of the University

Office or Division:	Supply Office			
Classification:	Simple Transactions			
Type of Transaction:	G2G -Government to Government			
Who may avail:	University Personnel/Campuses/Offices/College Departments/Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition and Issue Slip (1 original copy)		University Personnel/ Campuses/Offices/College Departments/Units		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. University personnel/ campuses/offices/ college departments/units will fill-up and submit the original copy of requisition and issue slip to the Supply Office	1. The Supply Officer IV approves the submitted requisition and issue slip	None	2 Minutes	<i>Supply Officer IV, Supply Office</i>
	1.1 The Supply Office checks and prepares the availability of requested item	None	6 Minutes	<i>Assigned Supply Personnel of the day, Supply Office</i>
2. Concerned personnel/offices/ college departments/units receives the requested items from the Supply Office	2. The Supply Office will issue the requested supplies (if available) to the concerned personnel/offices/college departments/units	None	15 Minutes	<i>Assigned Supply Personnel of the day, Supply Office</i>
	3. The Supply Office maintains the record of transaction as per	None	2 Minutes	<i>Assigned Supply Personnel of the day, Supply</i>



	forms			Office
TOTAL		None	25 Minutes	



University Building Maintenance and Office of General Services Internal Services



1. PROCEDURES IN REQUEST FOR REPAIR AND MAINTENANCE

Brief Description of the Service

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

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

Office or Division:	University Building Maintenance and Office of General Services			
Classification:	Highly Technical Transactions			
Type of Transaction:	G2G- Government to Government			
Who may avail:	University Personnel/Campuses/Offices/College Departments/Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job-Order form (2 original copies)		Forms are available at the University Building Maintenance and Office of General Services University Personnel		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The concerned personnel or offices shall fill up and submit the form to the University Building Maintenance and Office of General Services	1. The Director of the University Building and Maintenance and Office of General Services approves the submitted form.	None	3 Minutes	Director, University Building Maintenance and Office of General Services
	1.1 University Building Maintenance and Office of General Services assigns specific personnel to conduct a pre-	None	30 Minutes	Assigned Personnel, University Building Maintenance and Office of

	<p>inspection</p> <p>1.2 The assigned personnel of University Building Maintenance and Office of General Services prepares the inspection report</p> <p>1.3 The University Building Maintenance and Office of General Services gathers the material needed</p>	<p>None</p> <p>None</p>	<p>20 Minutes</p> <p>2 Hours</p>	<p>General Services</p> <p><i>Assigned Personnel, University Building Maintenance and Office of General Services</i></p>
2. If the materials needed is not available the requestor shall fill up the purchase request form and submit to the office of university president for the approval	<p>2.The Office of the University President transmits the approved purchase request form to the Procurement Office</p> <p>2.1 The Procurement Office prepares the item/s listed in the approved purchase request</p> <p>2.2 The University Building Maintenance and Office of General Services proceeds with the repair of works</p>	<p>None</p> <p>None</p> <p>None</p>	<p>5 Minutes</p> <p>5 Days</p> <p>3 Days (may vary according to scope of work)</p>	<p><i>Assigned Personnel of the Office of the University President, Office of the University President</i></p> <p><i>Assigned Procurement Personnel, Procurement Office</i></p> <p><i>Assigned Personnel, University Building Maintenance and Office of General Services</i></p>



<p>3. If the materials needed is available the requestor shall fill up and submit the Requisition and Issue Slip to the Supply Office</p>	<p>3.The Supply Office prepares the item/s requested by the requestor.</p> <p>3.1The University Building Maintenance and Office of General Services proceeds with the repair of works.</p>	<p>None</p> <p>None</p>	<p>20 Minutes</p> <p>3 Days (may vary according to scope of work)</p>	<p><i>Assigned Personnel of Supply Office, Supply Office</i></p> <p><i>Assigned Personnel, University Building Maintenance and Office of General Services</i></p>
<p>TOTAL</p>		<p>None</p>	<p>11 Days, 3 Hours and 18 Minutes (may vary according to scope of work)</p>	



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

Office of the University Training Services External Services



1. TRAINING SERVICES PREPARATORY PHASE

Brief Description of the Service

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

Office or Division:	Office of the University Training Services Department			
Classification:	Complex Transactions			
Type of Transaction:	G2C -Government to Government			
Who may avail:	University Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter, Training Design, Memorandum of Agreement. (1 copy)		University Faculty, University Vice-President, Office of the Vice President for Research Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to the Office of the University President	1. Receive request	None	1 Minute	<i>Assigned Personnel, Office of the President</i>
	1.1 Review the availability of the requested training	None	3 Minutes	<i>OVPRET Training Services Department</i>
	1.2 Notify the Client, If available	None	2 Minutes	<i>Assigned Personnel, Training Services Department</i>
	1.3 Preparation of Training Design	None	2 Hours	
	1.4 Evaluation of Training Design	None	1 Hour	<i>Training Services Director, Training Department</i>
	1.5 MOA Signing if approved	None	5 Minutes	<i>Client, Budget Officer, OVPRET,</i>



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



Office of the University Research Services Internal Services



1. PROCEDURE IN INTERNAL FUNDING

Brief Description of the Service

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

Office or Division:	Office of the University Research Services			
Classification:	Complex Transactions			
Type of Transaction:	G2C -Government to Government			
Who may avail:	University Faculty, Student of University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Capsule Proposal (1 copy)		University Vice-President, Office of the Vice President for Research Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The faculty or researcher will submit the capsule Proposal to the Research Services Department	1. Review of the Proposal by the College/Campus Unit Head 1.1 Capsule Proposal Accepted	None	1 Day	<i>Campus/College Unit Head</i>
2. The faculty or researcher will prepare the Detailed Research Proposal	2. Evaluation of entries	None	5 Days	<i>URTC/ UREC</i>



3. Presentation of the Proposal during the In-House Review	3. Evaluation of the Proposal	None	1 Day	URETC
4. Revision of Proposal	4. Evaluation of the Revised Proposal Approved	None	2 Minutes	URETC
5. Endorsement of the Proposal to the VPRET	5. Receive Proposal	None	2 Minutes	Personnel at the Office of the VPRET
	6. Endorsement of the Proposal to the VPRET	None	2 Minutes	Research Director, Research Services Department
	7. Endorsement of the Proposal Approved	None	2 Hours	VPRET, Office of the VPRET
8. Submission of Research Conducted	8. Filing Records	None	5 Minutes	DCO, Research Services Department
	TOTAL		7 Days 2 hours 16 Minutes	



2. REQUEST FOR PUBLICATION INCENTIVES

Brief Description of the Service

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

Office or Division:	Office of the University Research Services			
Classification:	Complex Transactions			
Type of Transaction:	G2C -Government to Government			
Who may avail:	University Faculty, Student of University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter Request, Notice of Publication, Copy of Published article. (1 copy)		University Faculty, Student of University		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Preparation of Capsule Proposal		None	1 Hour	<i>Researcher(s)</i>
2. Submission of the Request to the Research Director	2. Request received	None	2 Minutes	<i>Researcher(s)</i>
	2.1 Submission of the Request to Budget Officer	None	2 Minutes	<i>Research Department</i>
	2.2 Forward the request to VPRET for approval (Approved)	None	5 Minutes	<i>Budget Officer, Budget Office</i>
	2.3 Forward the request to the University President	None	5 Minutes	<i>Office of the Vice President for Research Services</i>
	2.4 Notify the researcher if approved	None	10 Minutes	<i>Research Department</i>
	2.6 Filing of Records			



		None	5 Minutes	DCO
	TOTAL		8 Minutes	



Office of the University Extension Services External Services

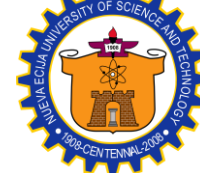


1. PROVISION /DELIVERY OF UNIVERSITY EXTENSION SERVICES

Brief Description of the Service

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

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)		Requesting entity		
Local Legislative Resolution (in case of LGUs); Board Resolution as the case may be				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request to the Office of the University President	1. Receive request	None	2 Minutes	<i>Assigned Personnel of the Day, Office of the President</i>
	2. The Office of the President acts on the request and forward the same to the OVP-RET	None	10 Minutes	<i>Assigned Personnel of the Day, Office of the President</i>



	3. OVP-RET endorses the letter Request/ Resolution to the concerned College/ Department/Campus for appropriate action thru the Directors of Research, Extension and Training as the case may be	None	1 Hour	OVP-RET and Personnel of concerned College/Campus
	4. Concerned offices prepare appropriate Project Proposal for review of the OVP-RET	None	2 Days	Concerned RET Department
	5. Office of the President approves the Proposal	None	2 Hours	<i>Assigned Personnel of the Day, Office of the President</i>
6. Meeting between and among clients, RET Staff, and Extension Head of concerned College/Campus through on-line meeting and face-to-face	6. RET to discuss the approved Request and the corresponding Project Proposal	None	2 Hours	<i>RET Staff and Extension Head of Campus/ College concerned</i>
7. Participation in the delivery of services: Implementation of the Project (location depends on the project)	7. Notify Proponent 7.1 Inform expert of schedule and nature of transaction 7.2 Actual conduct of project	Honoraria per approved research, extension manual	Depending upon the nature of the project proposal (per approved project proposal)	<i>RET Department/ College/ Campus</i>
8. Participation in the Monitoring of Project (location depends on the project)	8. Actual visit and on-line meeting of concerned personnel from RET Departments	Travel expenses	4 Hours	RET Department/ College/ Campus



9. Participation in the Reporting to the RET Department	9. Preparation and submission of report	None	2 Hours	<i>Concerned RET Department/ College/ Campus</i>
	TOTAL		7 Days 2 hours 16 Minutes	



FEEDBACK AND COMPLAINTS MECHANISM

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	<p>Answer the client feedback 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 website www.neust.edu.ph. Contact Info: (044) 463-0226</p>
How feedbacks are processed?	<p>Every Friday, the two (2) <i>Chief Administrative Officers</i> (CAOs) open the drop box, compile and record all feedback submitted. The CAOs may seek the help of MIS personnel for feedbacks sent online 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; 09178943690; 09257314636; 09257806610</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> and other designated areas.</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 Compliant Officers (The two CAOs) 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 compliant officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action. The Complaint Officers will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number: (044) 463-0226; 09257314636; 09257806610</p>
<p>Contact Information of CCB, PCC, ARTA</p>	<p>ARTA: complaints@arta.gov.ph : 1-ARTA (1-2782) PCC : 8888 CCB : 0908-881-6565 (SMS) : 1-6565 : email@contactcenterngbayan.gov.ph.</p>



LIST OF OFFICES IN THE UNIVERSITY

LIST OF OFFICES		
Office	Address	Contact Information
Office of the UNIVERSITY PRESIDENT	2 nd Floor Administration Building NEUST Main Campus, General Tinio Street, Cabanatuan City	(044)4630226
Office of the EXECUTIVE VICE PRESIDENT	2 nd Floor Administration Building NEUST Main Campus, General Tinio Street, Cabanatuan City	09054329574
Office of the VICE PRESIDENT for Academic Affairs	2 nd Floor Administration Building NEUST Main Campus, General Tinio Street, Cabanatuan City	09328804363
Office of the VICE PRESIDENT for Research, Extension and Training	2 nd Floor Administration Building NEUST Main Campus, General Tinio Street, Cabanatuan City	09988633132
Office of the VICE PRESIDENT for Administration, Business and Finance	2 nd Floor Administration Building NEUST Main Campus, General Tinio Street, Cabanatuan City	09054329574
Office of the CAMPUS DIRECTOR, NEUST Sumacab Campus	2 nd Floor Administration Building NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09088601710



Office of the CAMPUS DIRECTOR, NEUST San Isidro Campus	1 st Floor CICT Building NEUST San Isidro Campus, San Isidro Nueva Ecija	09273766167
Office of the CAMPUS DIRECTOR, NEUST Gabaldon Campus	1 st Floor Administration Building, NEUST Gabaldon Campus, Gabaldon, Nueva Ecija	0988567360
Office of the CAMPUS DIRECTOR, NEUST Fort Magsaysay Campus	1 st Floor Administration Building, NEUST Fort Magsaysay Campus, Brgy Militar (Fort Magsaysay), Palayan City	09285247996
Office of the CAMPUS DIRECTOR, NEUST Atate Campus	NEUST Atate Campus, Brgy Atate, Palayan City	09151141165
Office of the DIRECTOR, Off Campus Program – Northern Nueva Ecija	1 st Floor , QA Building, NEUST Sumacab Campus, Sumacab Sur, , Cabanatuan City	09333788830
Office of the DIRECTOR, Off Campus Program – Southern Nueva Ecija	1 st Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09778146801
Office of the DEAN, Graduate School	2 nd Floor LTC Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09162827371



Office the DEAN, College of Engineering	2 nd Floor College of Engineering NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09173090411
Office the DEAN, College of Architecture	2 nd Floor College of Architecture Building, NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09228279122
Office the DEAN, College of Education	2 nd Floor College of Education Building, NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09989918028
Office of the DEAN, College of Nursing	3 rd Floor LTC Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09328530867
Office of the DEAN, College of Agriculture	College of Agriculture Building, NEUST Gabaldon Campus, Gabaldon, Nueva Ecija	09212768294
Office of the DEAN, College of Criminology	1 st Floor College of Criminology Building, NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09778501193



Office of the DEAN, College of Industrial Technology	1 st Floor College of Industrial Technology Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09328588761
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	09328718569
Office of the DEAN, College of Management and Business Technology	2 nd Floor College of Management and Business Technology Building NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09328807261
Office of the DIRECTOR, Institute of Physical Education	2 nd Floor Physical Fitness Building, EUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09329842682
Office of the SUPERVISING PRINCIPAL, Laboratory High School	2 nd Floor LB Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09399014519
Office of the DIRECTOR, Curriculum Development and Evaluation	1 st Floor Quality Assurance Building, NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09174040070



Office of the LIBRARIAN, University Library	3 rd Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09175966317
Office of the DIRECTOR, Office of Admission and Registration ➤ Registrar, Office of the Registrar	1 st Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09052255989
Office of the DIRECTOR, Office of Student Affairs and Services	1 st Floor LB Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09056758834
Office of the DIRECTOR, National Service Training Program	1 st Floor NSTP Building, NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09329842682
Office of the DIRECTOR, Center for On-The-Job-Training and Career Development	2 nd Floor ILCO Building, NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09175660883
Office of the DIRECTOR, Center for Literary, Culture and the Arts Development	2 nd Floor Museum Building, NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09054349603
Office of the DIRECTOR, Center for Sports Development	1 st Floor, Back of Grand Stand NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09275773444



Office of the DIRECTOR, Extension Services Department	2 nd Floor Administration Building, NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09988633132
Office of the DIRECTOR, Training Services Department	1 st Floor Ortiz Building, NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09274778392
Office of the DIRECTOR, Data Analysis Center	1 st Floor LTC Building NEUST Main Campus, General Tinio Street, Cabanatuan City	09169488931
Office of the DIRECTOR, Planning and Development Office ➤ Head, Disaster Risk Reduction Management Unit ➤ Head, Pollution Control and Climate Change Mitigation Unit	2 nd Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09498878906
Office of the DIRECTOR, International and Domestic Institutional Linkages Office	1 st Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09778146801
Office of the DIRECTOR, Learning and Development Center	Faculty Room, College of Engineering Building, NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09171400274



Office of the DIRECTOR, Management Information System Office	2 nd Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09430660770
Office of the HEAD, Publication and Media Affairs Unit	2 nd Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09178943690
Office of the CHIEF, Civil Security Unit	Civil Security Unit Office, NEUST Main Campus, General Tinio Street, Cabanatuan City	09988817605
Office of the DIRECTOR, Infrastructure Development Office	2 nd Floor Administration Building, NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09088601710
Office of the HEAD, Internal Audit Services Unit	1 st Floor LB Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09672578880
Office of the LEGAL OFFICER, Legal Services Office	2 nd Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09176292216
Office of the DIRECTOR, Moral Recovery and Spiritual Uplift Program	NEUST Chapel, Left Wing , NEUST Sumacab Campus, Sumacab Sur, Cabanatuan City	09358227866



Office of the DIRECTOR, Gender and Development Center	1 st Floor LB Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09268382783
Office the DIRECTOR, Alumni Affairs Office	2 nd Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09268382783
Office of the CHIEF ADMINISTRATIVE OFFICER (<i>Administrative</i>)	1 st Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09257314636
Office of the DIRECTOR, Building Maintenance and General Services Unit	2 nd Floor LB Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09175564449
Office of the DIRECTOR, Health Services Unit	1 st Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09171736676
Office of the DIRECTOR, Auxiliary Services Office ➤ Head, Motorpool and Transportation Services Unit ➤ Head, Printing Services Unit	1 st Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09293624258
Office of the Human Resource Management Officer	1 st Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09228142850



Office of the HEAD, Supply and Property Management Unit	1 st Floor LTC Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09263406313
Office of the HEAD, Procurement Services Unit	1 st Floor LB Building NEUST Main Campus, General Tinio Street, Cabanatuan City	09338634092
Office of the HEAD, Records Management Unit	2 nd Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09177943394
Office of the DIRECTOR, Office of Production ➤ Head, Corporate and Business Affairs Division ➤ Head, Product Development, Fabrication and Commercialization Division ➤ Head, Agricultural and Food Production Division	1 st Floor LTC Building, NEUST Main Campus, General Tinio Street, 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	09257806610
Office of the ACCOUNTANT, Accounting Office	1 st Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09178999294



Office of the BUDGET OFFICER, Budget Office	1 st Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09477106195
Office of the CASHIER, Cashier's Office	1 st Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09332873457
Office of the DATA PRIVACY OFFICER, University Data Privacy Office	1 st Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09778146801
Office of the PRESIDENT, University Student Government	1 st Floor LB Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09190006544
Office of the PRESIDENT, Non-Teaching Personnel Association	1 st Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09167657800
Office of the PRESIDENT, Faculty and Staff Union	2 nd Floor LTC Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09155595698
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	09176314892



Office of the SECRETARY, Board of Regents	2 nd Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	0955041227
Office of the EXECUTIVE SECRETARY, Office of the President	2 nd Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09296420140
Office of the SECRETARIAT, Administrative Council	2 nd Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	0929420140
Office of the SECRETARIAT, Academic Council and Editing Unit	2 nd Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09455963661
Office of the SECRETARIAT, Bids and Awards Committee	2 nd Floor Administration Building, NEUST Main Campus, General Tinio Street, Cabanatuan City	09107675541