



CENTRAL LUZON STATE UNIVERSITY

CITIZEN'S CHARTER

2022 (1st Edition)



ISO 9001:2015 Certified

Republic of the Philippines
CENTRAL LUZON STATE UNIVERSITY
Science City of Muñoz, Nueva Ecija

MESSAGE

Through the years, the Central Luzon State University has been committed to maintaining its relevance amidst the dynamic landscape of public service. This commitment fuels its passion to constantly reengineer and streamline its processes, thereby making it more responsive to and prompt in meeting the needs of its clients. Congruent to the core values and principles of CLSU, the institutional quality policy statements we adopt as an ISO 9001:2015-certified agency and a Quacquarelli Symonds (QS) world-ranked university consistently resonate our unwavering dedication to the delivery of excellent service to the public and attest to our pledge of continuously improving the spectrum of programs we offer by listening to and acting upon customer feedback.

Testaments of the University's culture of service excellence are the national and international accolades it receives. Students, faculty members, research staff and alumni further catapult the University's stature by bringing honor and pride to CLSU. The University's membership to several prestigious international organizations of higher education institutions like the ASEAN University Network (AUN), ASEAN International Mobility for Students (AIMS), Association of Universities in Asia and the Pacific (AUAP), University Mobility for Asia and the Pacific (UMAP), and Southeast Asian University Consortium for Graduate Education in Agriculture and Natural Resources (UC) as well as its continuous inclusion in the QS World University Rankings: Asia and Times Higher Education (THE) Impact Rankings are some of the proofs of the University's culture of excellence and leadership, a legacy from our predecessors which we must endeavor to live up to and preserve. The University's recognition as one of the prominent higher education institutions in this part of Asia comes with a challenge to constantly upgrade its processes to meet global standards and to maintain its responsiveness to the requirements not only of the Filipino people but of its foreign clientele.

The COVID-19 pandemic significantly impacted the modalities in the delivery of government services to the people. Despite the challenges, it opened a hoard of opportunities for CLSU to revisit its processes so as to enable the public to avail of its services despite the present situation and the conditions of the years to come.

This Revised Citizen's Charter on CLSU's frontline services features procedures that meet international standards and comply with the relevant provisions of Republic Act No. 11032 otherwise known as the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*.

This Citizen's Charter is reflective of the University's commitment to sustain its culture of excellent public service, lead each CLSU employee to adopt and internalize such culture, and guarantee the public of CLSU's faithfulness to its mandates as a leading academic and research institution for the people.



EDGAR A. ORDEN, PhD
SUC President IV



CENTRAL LUZON STATE UNIVERSITY

CITIZEN'S CHARTER

2022 (1st Edition)



I. Mandate:

Section 2 of Republic Act No. 4067 states "The university shall primarily give professional and technical training in agriculture and mechanic arts besides providing advanced instruction and promoting research in literature, philosophy, the sciences, technology and arts."

Moreover, the provisions of Republic Act No. 8292 enabled its Board of Regents to expand its mandate and thus adopted the following:

II. Philosophy

The ultimate measure of the effectiveness of Central Luzon State University as an institution of higher learning is its contribution to and impact on the educational, economic, social, cultural, political and moral well-being and environmental consciousness of the peoples it serves.

III. Vision:

CLSU as a world-class National Research University for science and technology in agriculture and allied fields.

IV. Mission:

CLSU shall develop globally competitive, work-ready, socially-responsible and empowered human resources who value life-long learning; and to generate, disseminate, and apply knowledge and technologies for poverty alleviation, environmental protection, and sustainable development.

V. Service Pledge:

We, the officials and employees of the Central Luzon State University, commit to render efficient and effective service to strengthen the capacity and capability in terms of education, health, environment, and economic concerns towards sustainable development of our constituents and the country as a whole.

Client who is unsatisfied or with complaint regarding services rendered by the CLSU officials and employees may consult with the public assistance desk/officer-of-the day or report to the University President at Telephone No. (044) 456-0688 and Fax No. (044) 456-5202.



LIST OF SERVICES

FRONT LINE SERVICES

Office of Admissions

| | |
|-----------------------------------|---------|
| Issuance of Transcript of Records | Page 6 |
| Issuance of Diploma (Second Copy) | Page 8 |
| Issuance of Certifications | Page 10 |

University Library and Information Services

| | |
|--|---------|
| Visitors Accommodation | Page 13 |
| Borrowing of Library Materials for Room Use | Page 15 |
| Referral Letter Request | Page 16 |
| Validation of ID card and Creation/Activation of Library Account | Page 17 |
| Borrowing of Books for Home Reading/Outside Photocopy | Page 18 |
| Returning of Library Materials | Page 20 |
| Document Delivery | Page 22 |
| Curbside Pick-up Service | Page 24 |

University Health Services

| | |
|---|---------|
| Triaging | Page 27 |
| Simple/Uncomplicated Medical/Health Consultation and Request for Medical Certificate | Page 28 |
| Request for CoViD-19 Medical Clearance | Page 29 |
| Medical/Health Consultations or Medical Certificate Issuance with Request for Laboratory & X-ray Examinations | Page 30 |
| Pharmacy Service | Page 32 |
| Medical Laboratory Examinations | Page 33 |
| X-ray Laboratory Examinations | Page 36 |
| Dental Examination/Procedures | Page 38 |

INTERNAL SERVICES

Human Resource Management Office

| | |
|--|---------|
| Issuance of Service Record | Page 41 |
| Issuance of Certificates | Page 42 |
| Issuance of Payslip | Page 43 |
| Issuance of Payslip Online | Page 44 |
| Issuance of Philhealth Member Data Record Copy | Page 45 |
| Payroll Preparation for All Plantilla Personnel's Salary | Page 46 |

Budget Office

| | |
|---|---------|
| Processing of Obligation Request (Salary) | Page 48 |
|---|---------|



| | |
|---|----------------|
| Accounting Office | Page 49 |
| Processing of Salary of Employees | Page 50 |
| Internal Audit Office | Page 52 |
| Pre-Auditing General Payroll/Disbursement Voucher | Page 53 |
| Office of the University President/Office of the Vice President for Administration | Page 55 |
| Approval of General Payrolls or Disbursement Vouchers for Payment | Page 56 |
| Cashier's Office | Page 57 |
| Preparation of Checks or LLDAP-ADA | Page 58 |
| Feedback and Complaints Mechanism | Page 59 |
| List of Offices | Page 60 |
| List of CLSU Officials | Page 61 |
| CLSU Board of Regents | Page 63 |



Office of Admissions

External Services



#1 Issuance of Transcript of Records

(For clients with a computerized record on file: Graduates from 2001 to present; Inactive Students)

| | | | | |
|--|--|---|------------------------|---|
| Office or Division: | | Office of Admissions | | |
| Classification: | | Highly Technical | | |
| Type of Transaction: | | Government-to-Citizens (G2C) | | |
| Who may avail: | | Graduates / Inactive Students / Authorized Representative | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Accomplished google form | | https://oad.clsu2.edu.ph/services/online-procedures | | |
| Proof of Payment/Bank Deposit Slip (1 copy) | | Requesting Party/Bank | | |
| Passport-sized ID picture with name tag (if for board examination) (1 copy) | | Requesting Party | | |
| Authorization Letter (if a representative is sent) | | Requesting Party | | |
| ID or equivalent document | | Requesting Party | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1 Visit the CLSU Office of Admissions webpage at https://oad.clsu2.edu.ph/services/online-procedures | None | None | 5 minutes | None |
| 2 Click online procedure specifically item No. 12 (Procedure for Processing Requests of Frontline Services). | None | None | 30 minutes | None |
| 3. Accomplish the google form and be sure to attach/upload the required documents | 3.1 Acknowledges the receipt of the request through email. | PhP 100.00 per page | 5 minutes | Registrar II |
| | 3.2 Advises clients of additional documents (if needed) | None | 1 Hour | Admin. Assistant I |
| | 3.3 Retrieves academic records for verification | None | 13 days | Admin. Aide VI, Registrar II/Registrar III, Registrar IV/Dean of Admissions |
| | 3.4 Prepares and processes the Transcript of Records | None | 5 minutes | Registrar II |



| | | | | |
|---|---|--------------------------------|--|--------------|
| 4. Releasing of the processed documents | 4.1 Arranges the schedule of release (day and time) if for personal pick-up; | None | 1 hour | Registrar II |
| | 4.2 Sends the documents to a designated courier service when a prepaid pouch is preferred | Depends on the courier service | 2 Hours | Registrar II |
| TOTAL | | PhP 100 per page | 13 days, 4 hours and 45 minutes | |

END OF TRANSACTION



#2 Issuance of Diploma (Second Copy)

(For lost diploma)

| | | | | |
|---|--|---|------------------------|--|
| Office or Division: | Office of Admissions | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | Government-to-Citizens (G2C) | | | |
| Who may avail: | Graduates or their Authorized Representative | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Accomplished google form | | https://oad.clsu2.edu.ph/services/online-procedures | | |
| Proof of Payment/Bank Deposit Slip (1 copy) | | Requesting Party/Bank | | |
| Affidavit of Loss or Destruction (1 original copy) | | Requesting Party | | |
| Authorization letter (if a representative is sent) (1 original copy) | | Requesting Party | | |
| ID or equivalent document | | Requesting Party | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Visit the CLSU Office of Admissions webpage at https://oad.clsu2.edu.ph/services/online-procedures | None | None | 5 minutes | None |
| 2. Click online procedure specifically item No. 12 (Procedure for Processing Requests of Frontline Services). | None | None | 30 minutes | None |
| 3. Accomplish the google form and be sure to attach/upload the required documents | 3.1 Acknowledges the receipt of the request through email. | PhP 300.00 | 5 minutes | Registrar II |
| | 3.2 Retrieves academic records for verification | None | 1 Hour | Admin. Assistant I |
| | 3.3 Prepares and processes the Diploma | None | 19 days | Admin Aide VI, Registrar II, Dean of Admissions, Dean of Concerned College, Board of Regents Secretary, University President |
| | 3.4 Notifies the client once the requested document is ready for release | None | 5 minutes | Registrar II |



| | | | | |
|------------------------|--|--------------------------------|--|--------------|
| 4. Claims the document | 4.1 Arranges the schedule of release (day and time) if for personal pick-up | None | 2 hours | Registrar II |
| | 4.2 Sends the document to a designated courier service when a prepaid pouch is preferred | Depends on the courier service | 2 hours | Registrar II |
| TOTAL | | PhP 100 per page | 19 days, 5 hours and 45 minutes | |



#3 Issuance of Certification

(Graduation, GPA, CAV, etc.)

| | | | | |
|---|--|--|------------------------|---------------------------|
| Office or Division: | | Office of Admissions | | |
| Classification: | | Simple | | |
| Type of Transaction: | | Government-to-Citizens (G2C) | | |
| Who may avail: | | Graduates / Inactive Students / Authorized Representative | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Accomplished google form | | https://oad.clsu2.edu.ph/services/online-procedures | | |
| Proof of Payment/Bank Deposit Slip (1 copy) | | Requesting Party/Bank | | |
| An electronic copy of the documents to be certified (for CAV) | | Requesting Party | | |
| Authorization letter (if a representative is sent) (1 copy) | | Requesting Party | | |
| ID or equivalent document | | Requesting Party | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Visit the CLSU Office of Admissions webpage at https://oad.clsu2.edu.ph/services/online-procedures | None | None | 5 minutes | None |
| 2. Click online procedure specifically item No. 12 (Procedure for Processing Requests of Frontline Services). | None | None | 30 minutes | None |
| 3. Accomplish the google form and be sure to attach/upload the required documents | 3.1 Acknowledges the receipt of the request through email. | Certificates Php 50.00 per page, Authentication PhP 50.00 per set (Diploma and TOR), CAV Php 200.00 per set (Certificate, Authentication of TOR and Diploma) | 5 minutes | Registrar II |
| | 3.2 Retrieves academic records for | None | 1 hour | Admin. Assistant I |



| | | | | |
|------------------------|---|---|---------------------------------------|---|
| | verification 3.3 Prepares and processes the Certification 3.4 Notifies the client once the requested document is ready for release | None None | 2 Days 5 minutes | Admin Aide VI, Registrar II/ Registrar III/ Registrar IV Registrar II |
| 4. Claims the document | 4.1 Arranges the schedule of release (day and time) if for personal pick-up 4.2 Sends the document to a designated courier service when a prepaid pouch is preferred | None Depends on the courier service | 2 hours 1 hour | Registrar II Registrar II |
| TOTAL | | Certificates Php 50.00 per page, Authentication PhP 50.00 per ser (Diploma and TOR), CAV Php 200.00 per set (Certificate, Authentication of TOR and Diploma) | 2 days, 4 hours and 45 minutes | |

END OF TRANSACTION



University Library and Information Services

External Services



#1 Visitors Accommodation

(Provision of library materials needed by other clienteles aside from CLSU constituents)

| | | | | |
|--|---|---|------------------------|--|
| Office or Division: | | University Library and Information Services | | |
| Classification: | | Simple | | |
| Type of Transaction: | | Government-to-Citizens (G2C) | | |
| Who may avail: | | Visitors | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Referral letter (1 original copy) | | Institution's Librarian | | |
| ID of student/visitor or Alumni ID of CLSU Alumni | | Concerned Institution/CLSU Alumni Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Show Referral Letter | 1.1 Receive referral letter 1.2 Ask for valid ID 1.3 Issue Visitor's ID | None | 2 minutes | Administrative Aide 1 or Administrative Aide 4, or Administrative Assistant 1 or College Librarian 1 University Library and Information Services |
| 2. Tell information and materials needed | 2. Guide to section/s where desired materials are located | None | 3 minutes | |
| 3. Search Online Public Access Catalog (OPAC) to get call number, title and location (for books, theses, CD-ROMs, DVDs) and get title, volume, number, and year of publication (for bound journals, journal and magazine articles) | 3. Show location of materials or issue Library materials if close shelves | None | 5 minutes | |
| 4. Get hold of library materials | 4. Give book card/s | None | 2 minutes | |
| 5. Return signed book card/s | 5. Issue Library Material/s | None | 1 minute | |

END OF TRANSACTION



| | | | | |
|--|--------------------|------------------|-------------------|---|
| 6. Pay for the visiting users' fee at the circulation desk. Return the visitor's ID and get valid ID deposited | 6. Receive payment | PHP 30.00 | 2 minutes | Administrative Aide 1 or Administrative Aide 4, or Administrative Assistant 1 or College Librarian 1 University Library and Information Services |
| TOTAL | | PHP 30.00 | 15 minutes | |

END OF TRANSACTION



#2 Borrowing of Library Materials for Room Use

(Refers to charging and discharging of library materials within the library only)

| Office or Division: | University Library and Information Services | | | |
|--|--|------------------------|-------------------|---|
| Classification: | Simple | | | |
| Type of Transaction: | Government-to-Citizens (G2C) | | | |
| Who may avail: | Students, Faculty, Staff and other clientele | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Countersigned ID and Library Account for students | | Circulation Desk | | |
| CLSU ID and Library Account for Faculty and Staff | | Circulation Desk | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Leave countersigned ID in pigeonhole located at the different sections | 1. Ask information and material/s needed | None | 1 minute | Administrative Aide1 or Administrative Aide 4, or Administrative Assistant 1 or College Librarian 1 University Library and Information Services |
| 2. Tell information and materials needed then search Online Public Access Catalog (OPAC) to get call number, title and location • (Books, Theses, CD-ROMs, Video Recordings); or Get title, volume, number, and year • of publication (Bound Journals, Journal and Magazine articles) | 2. Assist in locating information and library material/s; show location of material/s or issue Library material/s if close shelves | None | 7 minutes | |
| 3. Get hold of library material/s | 3. Give/Issue book card/s | None | 2 minutes | |
| 4. Sign the book card/s together with the countersigned ID and leave to the staff on duty then receive the borrowed material/s | 4.1. Get signed book card/s and ID and verify its Authenticity 4.2. Issue the needed library material/s | None | 2 minutes | |
| TOTAL | | None | 12 minutes | |

END OF TRANSACTION



#3 Referral Letter Request

(Issuing of referral letter to students, faculty, and staff who will research to other libraries)

| | | | | |
|---|---|---|------------------------|--|
| Office or Division: | | University Library and Information Services | | |
| Classification: | | Simple | | |
| Type of Transaction: | | Government-to-Citizens (G2C) | | |
| Who may avail: | | Students, Faculty, and Staff | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Countersigned ID and Library Account for students | | Circulation Desk | | |
| CLSU ID for Faculty and Staff | | Office of Admission | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. File request for Referral Letter | 1.1. Ask the name of the school/agency to be visited. 1.2. Tell client to return after one day 1.3. Look for the name of the university librarian / agency librarian and address to be visited. 1.4 Prepare referral letter to school or agency requested. | None | 10 minutes | <i>Administrative Aide</i> 4 University Library and Information Services |
| 2. Acknowledge receipt of Referral/Request Letter | 2. Issue the Request/ Referral Letter | None | 1 minute | <i>Administrative Aide</i> 4 University Library and Information Services |
| TOTAL | | None | 11 minutes | |

END OF TRANSACTION



#4 Validation of ID card and Creation/ Activation of Library Account

(Refers to the signing of ID card of all bona fide students at the start of every semester and summer and making accounts for new students and re- activation of old account in the library system)

| | | | | |
|--|--|---|------------------------|--|
| Office or Division: | | University Library and Information Services | | |
| Classification: | | Simple | | |
| Type of Transaction: | | Government-to-Citizens (G2C) | | |
| Who may avail: | | Students | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| ID Card (1 Original copy) | | Office of Admission | | |
| Office of Admission Form 6 (1 Original copy) | | Office of Admission | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. For old students | | None | | |
| 1.1 Show OAD Form 6 or Official Receipt and ID | 1.1 Check status | | 1 minute | Administrative Aide1 or Administrative Aide 4, or Administrative Assistant 1 or College Librarian 1 |
| 1.2 Settle obligations (if any) | 1.2 Activate user account and Countersign ID card | | 1 minute | University Library and Information Services |
| 2. For Freshmen, Transferees, and Old Returning | | | | |
| 2.1 Show OAD Form 6 or ID at the Circulation Desk | 2.1 Countersign OAD Form 6 or ID Card | | 1 minute | College Librarian I University Library and Information Services |
| 2.2. Fill out Library Account Creation Form and submit | 2.2 Create account by encoding client's information, take photo and activate the account | | 8 minutes | Administrative Aide1 or Administrative Aide 4, or Administrative Assistant 1 or College Librarian 1 University Library and Information Services |
| TOTAL | | None | 11 minutes | |

END OF TRANSACTION



#5 Borrowing of Books for Home Reading/Outside Photocopy

(Refers to charging and discharging of library materials for home use or outside reproduction)

| | | | | |
|--|--|---|------------------------|---|
| Office or Division: | | University Library and Information Services | | |
| Classification: | | Simple | | |
| Type of Transaction: | | Government-to-Citizens (G2C) | | |
| Who may avail: | | Students, Faculty, Staff and other clientele | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Countersigned ID and Library Account for students | | Circulation Desk | | |
| CLSU ID and Library Account for Faculty and Staff | | CLSU Office of Admission and Circulation Desk | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Leave countersigned ID in pigeonhole located at different sections | 1. Ask information and material/s needed | None | 1 minute | Administrative Aide1 or Administrative Aide 4, or Administrative Assistant 1 or College Librarian 1 |
| 2. Tell information and materials needed then search Online Public Access Catalog (OPAC) and get call number, title and location | 2. Assist in locating book/s and show its location or issue book/s if close shelves | None | 6 minutes | |
| 3. Get hold of book/s | 3. Give/Issue book card/s | None | 2 minutes | |
| 4. Sign book card/s and return to Librarian or Section In-charge together with countersigned ID. | 4.1 Get signed book card/s and ID and verify its authenticity. 4.2 Write due date for home use; or "For Xerox" for Photocopy 4.3 Issue borrowed book/s and direct client at the circulation desk | None | 2 minutes | University Library and Information Serv |



(Continuation...)

| | | | | |
|---|---|---|------------------------|--|
| Office or Division: | | University Library and Information Services | | |
| Classification: | | Simple | | |
| Type of Transaction: | | Government-to-Citizens (G2C) | | |
| Who may avail: | | Students, Faculty, Staff and other clientele | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Countersigned ID and Library Account for students | | Countersigned ID and Library Account for students | | |
| CLSU ID and Library Account for Faculty and Staff | | CLSU ID and Library Account for Faculty and Staff | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 5. Present countersigned ID and book/s at Circulation Desk | 5.1. Verify book/s if properly checked out from section and authenticate ID 5.2. Scan countersigned ID card and book's barcode 5.3. Swipe book/s to deactivate security 5.4. Issue receipt | None | 5 minutes | Administrative Aide1 or Administrative Aide 4, or Administrative Assistant 1 or College Librarian 1 University Library and Information Services |
| 6. Show date due slip of borrowed book/s and receipt at the exit door | 6.1. Check date due slips of book/s, and receipt 6.2. Issue borrowed book/s | None | 1 minute | Administrative Aide 1 or Administrative Aide 4, or Administrative Assistant 1 University Library and Information Services |
| TOTAL | | None | 17 minutes | |

END OF TRANSACTION



#6 Returning of Library Materials

(Refers to the discharging of library materials)

| Office or Division: | | University Library and Information Services | | |
|---|---|--|-----------------|---|
| Classification: | | Simple | | |
| Type of Transaction: | | Government-to-Citizens (G2C) | | |
| Who may avail: | | Students, Faculty, Staff and other clientele | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| None | | | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. For Room Use 1.1. Return the book/s to the respective sections | 1.1. Cancel name of the client on book/s card/s | None | 1 minute | Administrative Aide 1 or Administrative Aide 4, or Administrative Assistant 1 or College Librarian 1 University Library and Information Services |
| 2. For Home Use/ Outside Photocopy 2.1. Return the book/s at Circulation Desk and wait for confirmation of successful check in. | 2.1. Scan returned book/s and swipe books to activate security | None | 1 minute | |
| 2.1.1. Send message through library email or FB messenger to renew books online. | 2.1.1. Change the due date of the books borrowed from the library system. | None | 1 minute | |
| 2.1.2. For Outside Photocopy After successful check in of book/s get the books immediately and return to the section/s. | 2.1.2 Cancel the name of client on book/s card/s | None | 1 minute | |
| 2. Pay fine (if any) | 2.2.1. Issue receipt in case of fine Cancel fine in the user account | None | 3 minutes | |



| | | | | |
|--------------|-----------------------|---|------------------|--|
| | | Over night books PHP 30.00/ day or 1.00 for 1 st hour and additional 3.00 for succeeding hour or a fraction thereof. One Week Loan PHP 5.00 per book per day | | |
| TOTAL | Overnight Loan | PHP 30.00 per day or PH 1.00 for 1st hour and additional PHP 3.00 for succeeding hours or a fraction thereof. | 7 minutes | |
| | One Week Loan | PHP 5.00 per book per day | | |

END OF TRANSACTION



#7 Document Delivery

(Refers to the provision of articles and book-chapter requests from the journals, books, and other materials available in the CLSU library. These documents are scanned and sent electronically via email or facebook messenger)

| | | | | |
|---|--|---|------------------------|---|
| Office or Division: | | University Library and Information Services | | |
| Classification: | | Simple | | |
| Type of Transaction: | | Government-to-Citizens (G2C) | | |
| Who may avail: | | Students, Faculty | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Office of Admissions (OAD) Form 6 for current semester for students (1 copy) | | Office of Admissions | | |
| CLSU ID of Faculty and Staff Members for employees | | Human Resource Management Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Search the University Library and Information Services Web OPAC through internet. 1.1. Send request via email at library@clsu.edu.ph or Central Luzon State University Library and Information Services FB messenger with the following details: for books (call number, title, author, edition, page numbers) for periodicals (article title, author and periodical title, volume, issue number, year of issue and page number) 1.2 Send e-copy of OAD Form 6 for current semester. | 1. Send notification of availability or non-availability of library materials. | None | 10 minutes | College Librarian 1 or Administrative Aide 4 University Library and Information Services |
| 2. Wait for Notification | 2. Process materials for document delivery | None | 1 hour | |

Continue process next page...



(... Continuation)

| | | | | |
|--|---|---|------------------------------|---|
| Office or Division: | | University Library and Information Services | | |
| Classification: | | Simple | | |
| Type of Transaction: | | Government-to-Citizens (G2C) | | |
| Who may avail: | | Students, Faculty | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Office of Admissions (OAD) Form 6 for current semester for students (1 copy) | | Office of Admissions | | |
| CLSU ID of Faculty and Staff Members for employees | | Office of Admissions | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 3. Receive requested library material/s | Send library material/s to client via email or facebook Messenger | None | 2 minutes | College Librarian 1 or Administrative Aide 4 University Library and Information Services |
| 4. Acknowledge receipt of requested materials | 4. Respond to the acknowledgement of receipt from the client | None | 2 minutes | |
| TOTAL | | None | 1 Hour and 15 minutes | |

END OF TRANSACTION



#8 Curbside Pick-up Service

(Refers to a less physical contact service that will allow the clientele to have access to the books available in the University Library)

| | | | | |
|---|--|---|------------------------|--|
| Office or Division: | University Library and Information Services | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government-to-Citizens (G2C) | | | |
| Who may avail: | Students, Faculty | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Office of Admissions (OAD) Form 6 for current semester for students (1 copy) | | Office of Admissions | | |
| CLSU ID of Faculty and Staff Members for employees | | Office of Admissions / Human Resource Management Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Search the University Library Web OPAC through internet. 1.1 Send request via email at library@clsu.edu.ph or Central Luzon State University Library and Information Services FB messenger with the following details: for books (call number, title, author, edition, page numbers) for periodicals (article title, author and periodical title, volume, issue number, year of issue and page number) 1.2 Send e-copy of OAD Form 6 for current semester. | 1. Send notification of availability or non-availability of library materials. | None | 10 minutes | Administrative Aide1 or Administrative Aide 4, or Administrative Assistant 1 or College Librarian 1 University Library and Information Services |
| 2. Wait for notification. | 2. Process materials for curbside pick-up and set the time of pick-up. | None | 2 hours | |

Continue process next page...



#8 Curbside Pick-up Service

(Continuation...)

| | | | | |
|--|--|---|-----------------------------------|--|
| Office or Division: | | University Library and Information Services | | |
| Classification: | | Simple | | |
| Type of Transaction: | | Government-to-Citizens (G2C) | | |
| Who may avail: | | Students, Faculty | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Office of Admissions (OAD) Form 6 for current semester for students (1 copy) | | OAD and Circulation Desk | | |
| CLSU ID of Faculty and Staff Members for employees | | OAD and Circulation Desk | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 3. Proceed to the pick-up point (CLSU Main Gate) at designated time. | 3. Wait for the client at the pick-up point. | None | Depends on the arrival of client. | Administrative Aide I or Administrative Aide 4, or Administrative Assistant I or College Librarian I |
| 4. Sign the book card/s and show CLSU ID. | 4. Issue the borrowed library materials. | None | 2 minutes | |
| 5. Receive the requested library material/s. | | None | | University Library and Information Services |
| TOTAL | | None | 2 Hours and 14 minutes | |

END OF TRANSACTION



University Health Services

External Services



#1 Triaging

All person seeking services of the University Health Services should go through triaging before given entry.

| | | | | |
|---|---|--|------------------------|--|
| Office or Division: | | University Health Services | | |
| Classification: | | Simple | | |
| Type of Transaction: | | Government-to-Citizens (G2C) | | |
| Who may avail: | | Students, Faculty, Staff and other clientele | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Personal Appearance Wear facemask | | Self secured | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. State the purpose of the arrival at the triage area. | 1.1 Ask the purpose of the arrival 1.2 Identify and classify the person arriving 1.3 Check if the person has face mask. 1.4 Points to the concerned department | None | 1 minute | Nurse III, Nurse II, Nurse I, Midwife, Nurse Attendant I University Infirmary |
| 2. Follows instructions and proceeds to the concerned department. | None | None | None | None |
| TOTAL | | None | 1 minute | |

END OF TRANSACTION



#2 Simple/Uncomplicated Medical/Health Consultation and Request for Medical Certificate

For those needing medical certificate as attestation of health fitness or illness and for those seeking professional help in bringing relief and cure to their ailment. Simple medical cases do not require specialized examinations in diagnosing ailments, the physician only interacts and employs clinical technique and procedures to bring the client to good health.

| | | | | |
|---|---|--|------------------------|--|
| Office or Division: | | University Health Services | | |
| Classification: | | Simple | | |
| Type of Transaction: | | Government-to-Citizens (G2C) | | |
| Who may avail: | | Students, Faculty, Staff and other clientele | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Personal Appearance Medical Record | | University Health Services Record Section or Nurse-On-Duty | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Request simple consultation or medical certificate | 1.1 Make or retrieve a health card 1.2 Interview and observe the client while obtaining the vital signs and accomplishing the health card and/or medical certificate. 1.3 Endorses to Physician-on-Duty | None | 5 minutes | Nurse III, Nurse II, Nurse I, Midwife, Nurse Attendant I University Infirmary |
| 2. Proceed to the physician as directed. | 2. Examine, assess, advise and prescribe medicine and give instruction to the patient and/or issue medical certificate. | None | 6 minutes | Medical Officer III, Medical Officer II University Infirmary |
| 3. Pay to the cashier (Skip to 4 if University constituent) | 3. Receive payment and issue receipt. | ₱ 150.00 (Additional ₱ 150.00 7pm-6am) | 5 minutes | Administrative Aide University Infirmary |
| 4. Return health card to the nurse station | 4. Record the procedure and file the health card. | None | 2 minutes | Nurse III, Nurse II, Nurse I, Midwife, Nurse Attendant I University Infirmary |
| TOTAL | | ₱ 150.00 | 18 minutes | |

END OF TRANSACTION



#3 Request for CoViD-19 Medical Clearance

The procedure is for a medical certificate issued specifically to students, faculty and staff to certify that they are CoViD-19 free when returning for work or returning to their university operated lodging houses or classes or to contractors entering the campus as service provides when clearance is warranted. It is advised to be done during day working hours only.

| | | | | |
|--|---|------------------------|------------------------|--|
| Office or Division: | University Health Services | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government-to-Citizens (G2C) | | | |
| Who may avail: | Students, Faculty, Staff and other clientele. | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Personal Appearance | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Request CoViD-19 medical clearance | 1.1 Interview and observe the client while the medical certificate 1.2 Endorses to Physician-on-Duty | None | 2 minutes | Nurse III, Nurse II, Nurse I, Midwife, Nurse Attendant I University Infirmary |
| 2. Proceed to the physician as directed. | 2.1 Examine, assess the client, advice and give instruction 2.2 Issue medical certificate | None | 2 minutes | Medical Officer III, Medical Officer II University Infirmary |
| 3. Pay to the cashier (Skip if University constituent) | 3. Receive payment and issue receipt. | ₱ 150.00 | 5 minutes | Administrative Aide University Infirmary |
| TOTAL | | ₱ 150.00 | 9 minutes | |

END OF TRANSACTION



#4 Medical/Health Consultations or Medical Certificate Issuance with Request for Laboratory & X-ray Examinations

For those needing medical certificate with evidences as attestation of health fitness or illness and for those seeking professional help in bringing relief and cure to their ailment but requiring specialized examinations to correctly diagnose an ailment and prescribe correct treatment.

| | | | | |
|---|--|---|---|--|
| Office or Division: | | University Health Services | | |
| Classification: | | Simple | | |
| Type of Transaction: | | Government-to-Citizens (G2C) | | |
| Who may avail: | | Students, Faculty, Staff and other clientele | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Physician's requests (1 original) | | University Health Services Record Section or Nurse-On-Duty | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. State the medical service need to the ER/OPD Nurse. | 1. Make or retrieve a health card, interview and observe the client while obtaining the vital signs and fills up the health card and or medical certificate. | None | 5 minutes | Nurse III, Nurse II, Nurse I, Midwife, Nurse Attendant I University Infirmary |
| 2. Proceed to the physician as directed. | 2. Examine, assess, advise and give instruction to the patient and issue request for diagnostic examination procedure. | None | 10 minutes | Medical Officer III, Medical Officer II University Infirmary |
| 3. Proceed to the laboratory/ies and undergo the required diagnostic procedure/s. | 3. Perform the requested examination procedure/s, prepare and release examination result. | Variable <i>Please see CC for the Laboratory & X-ray Clinic)</i> | Variable <i>Please see CC for the Laboratory & X-ray Clinic)</i> | Medical Technologist II/ Radiologic Technologist II University Infirmary |

Continue process next page...

with Request for Laboratory & X-ray Examinations

(Continuation...)

| | | | | |
|---|---|---|-----------------|--|
| Office or Division: | University Health Services | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government-to-Citizens (G2C) | | | |
| Who may avail: | Students, Faculty, Staff and other clientele | | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 4. Return to the POD with the laboratory results for interpretation and further evaluation. | 4.1 Re-examine, reassess, advise, make prescription and give instruction to the patient. 4.2 Issue medical certificate | None | 6 minutes | Medical Officer III, Medical Officer II University Infirmary |
| 5. Pay to the cashier (Skip if University employee or student) | 5.1 Receive payment and issue receipt. 5.2 Retrieve card from client | ₱ 150.00 (Additional ₱ 150.00 7pm-6am) | 5 minutes | Administrative Aide University Infirmary |
| TOTAL | | ₱ 150.00 | 26 minutes | |

END OF TRANSACTION



#5 Pharmacy Service

For clients purchase or acceptance of needed drugs and medicines for the treatment of their ailment and well-being.

| | | | | |
|--|--|--|------------------------|---|
| Office or Division: | University Infirmary/University Health Services | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government-to-Citizens (G2C) | | | |
| Who may avail: | CLSU Students, Faculty, Staff and other clientele | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Prescription or health card | | 1. To be issued by the Attending Physician, or prepared by University Physician on Duty or Dentist. 2. Non-prescription drugs can be had without the prescription or health card. | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Present health card or prescription to the pharmacy or orders a non-prescription drug | 1.1 Check availability and prepares the medicines to be dispensed. 1.2. Orders payment to the cashier | None | 3 minutes | Pharmacist II University Infirmary |
| 2. Pay to the cashier | 2. Receives payment and issues receipt. | Cost of Medicines (see Pharmacy Menu Card) *1 Free for students *2 Staff and Dependents with 15% discount *3 Senior Citizens and PWD with 20% discount | 5 minutes | Administrative Aide University Infirmary |
| 3. Present official receipt back to the pharmacy | 3.1. Registers payment data 3.2. Dispenses the prescribed medicines with proper instructions. | None | 5 minutes | Pharmacist II University Infirmary |
| TOTAL | | Cost of Medicines | 18 minutes | |

END OF TRANSACTION



#6 Medical Laboratory Examinations

Test performed on substance or sample taken on or from the body of the client like urine, blood, sputum and others in which the result are indicator and sign of the status or condition of the client's organ system and will help diagnose and correctly treat their ailment and condition.

| Office or Division: | | University Infirmary/University Health Services | | |
|--|--|---|-----------------|---|
| Classification: | | Simple | | |
| Type of Transaction: | | Government-to-Citizens (G2C) | | |
| Who may avail: | | CLSU Students, Faculty, Staff and other clientele | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Medical laboratory request | | Attending physician or University Health Services Physicians or health personnel upon order | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Present medical laboratory request to the medical laboratory section. | 1.1 Asesses the request, advises the client and completes the data 1.2 Makes order of payment | None | 2 minutes | Medical Technologist II University Infirmary |
| 2. Pay to the cashier | 2. Receives payment and issues receipt. 2.1 Laboratory Examination Actual Platelet Count Bleeding Time Blood Typing with Rh Clotting Time Complete Blood Count Complete Blood | ₱100.00 ₱80.00 ₱150.00 ₱80.00 ₱150.00 ₱250.00 | 5 minutes | Administrative Aide University Infirmary |



#6 Medical Laboratory Examinations

| | | | | |
|--|------------------------------|-----------|--|--|
| | Count with Platelet | ₱660.00 | | |
| | CoViD-19 Antigen | ₱1,500.00 | | |
| | Dengue Duo (N51Ag, IgG, IgM) | | | |
| | Fecalysis | ₱70.00 | | |
| | Hematocrit count | ₱80.00 | | |
| | Hemoglobin Count | ₱80.00 | | |
| | Pregnancy Test | ₱100.00 | | |
| | Random Blood Sugar | ₱120.00 | | |
| | Urine Analysis | ₱70.00 | | |

Continue process next page...



#6 Medical Laboratory Examinations

(Continuation...)

| Office or Division: | University Infirmary/University Health Services | | | |
|---|---|----------------------------|--|--|
| Classification: | Simple | | | |
| Type of Transaction: | Government-to-Citizens (G2C) | | | |
| Who may avail: | CLSU Students, Faculty, Staff and other clientele | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 3. Undergo the required diagnostic procedure/s. | 3.1 Perform the requested examination procedure/s 3.1.1 Laboratory Examination Actual Platelet Count Bleeding Time Blood Typing with Rh Clotting Time Complete Blood Count Complete Blood Count with Platelet Dengue Duo (N51Ag, IgG, IgM) Fecalysis Hematocrit Count Hemoglobin Count Pregnancy Test Random Blood Sugar Urine Analysis | None | 35 minutes 20 minutes 35 minutes 20 minutes 35 minutes 35 minutes 40 minutes 40 minutes 35 minutes 35 minutes 20 minutes 35 minutes 20 minutes | Medical Technologist II |
| 4. Receive medical laboratory report | 4.1 Release and record laboratory result | None | 1 | Medical Technologist I University Infirmary |
| TOTAL | | Based on requested service | 6 hours and 53 minutes | |

END OF TRANSACTION



#7 X-ray Laboratory Examinations

Judicious procedure requested by physicians using ionizing radiation so that images of hidden structures or organs will be visualized which will help in the diagnosis and treatment of the ailment or to ascertain normalcy.

| Office or Division: | | University Health Services | | |
|---|---|--|-----------------|--|
| Classification: | | Simple | | |
| Type of Transaction: | | Government-to-Citizens (G2C) | | |
| Who may avail: | | Students, Faculty, Staff and other clientele | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| X-ray request (Chest and Extremities) | | Physician on duty or attending physician | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Present the x-ray request form to the x-ray laboratory section | 1.1 Assesses the request, advises the client and completes the data 1.2 Makes order of payment | None | 2 minutes | Radiologic Technologist II University Infirmary |
| 2. Pay to the cashier | 2. Receives payment and issues receipt. 2.1 X-ray Examination Chest X-ray (Adult) ₱250.00 Chest X-ray (Pedia) ₱460.00 Extremities (Short bones) ₱270.00 Extremities (Long bones) ₱320.00 Additional Exposure ₱50.00 Basic Film ₱180.00L/ ₱150.00S Note: Examination fees are inclusive of the reading fees | | 5 minutes | Administrative Aide |
| 3. Returns to the x-ray lab and undergo the required x-ray diagnostic procedure/s | 3.1 Data capture. | None | 2 minutes | Radiologic Technologist II University Infirmary |
| | 3.2 Preparation and instruction | None | 5 minutes | Radiologic Technologist II University Infirmary |

Continue process next page...



#7 X-ray Laboratory Examinations

(Continuation...)

| Office or Division: | University Health Services | | | |
|------------------------------------|--|-----------------------------------|-----------------------------|---|
| Classification: | Simple | | | |
| Type of Transaction: | Government-to-Citizens (G2C) | | | |
| Who may avail: | Students, Faculty, Staff and other clientele | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| | 3.3 Positioning and exposure | None | 3 minutes per exposure | <i>Radiologic Technologist II</i> University Infirmary |
| | 3.4 Digital Processing <small>*Half-way through this process, the client is instructed to proceed to step 4 the next working day or to wait specific instructions</small> | None | 10 minutes per film | <i>Radiologic Technologist II</i> University Infirmary |
| | 3.5 Interpretation process | None | 1 working day | <i>Radiologic Technologist II</i> University Infirmary |
| | 3.6 Result encoding | None | 15 minutes | <i>Radiologic Technologist II</i> University Infirmary |
| 4. Receive x-ray laboratory report | 4. Record data and release x-ray examination result | None | 2 minutes | <i>Radiologic Technologist II</i> University Infirmary |
| TOTAL | | Based on requested service | 1 day and 44 minutes | |

END OF TRANSACTION



#8 Dental Examination/Procedures

Procedures requested by clients for their dental health and measures done by the University Health Services Dental Department to prevent, restore, certify and maintain healthy teeth, gums and mouth conditions of the client.

| Office or Division: | | University Health Services | | |
|--|---|--|---|---|
| Classification: | | Simple | | |
| Type of Transaction: | | Government-to-Citizens (G2C) | | |
| Who may avail: | | Students, Faculty, Staff and other clientele | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Dental examination record | | University Dental Clinic | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Service seeker presents self to the dental clinic and request for dental consultation | 1. Assess and interview the client, fill-up dental card and refer to the dentist | None | 2 minutes | <i>Dental Aide I</i> University Infirmary |
| 2. Dental examination | 2.1 Evaluate and examine patient's needs 2.2 Explain the dental management needed to be done | None | 2 minutes | <i>Dentist II</i> University Infirmary |
| 3. Undergo the requested or required dental procedure/s agreed to. | 3.1. Perform the requested examination or necessary procedure/s. 3.1.1. Dental Procedure Extraction Filling Oral Prophylaxis Consultation Medical Certificate | None | 15 minutes 15 minutes 5 minutes 5 minutes 3 minutes | Dentist II University Infirmary |
| 4. Be given post procedure instruction | 4.1 Give instruction; prescribe medicine 4.2 Prepare order of payment. | None | 3 minutes | Dentist II and Dental Aide I University Infirmary |

Continue process next page...



(Continuation...)

| Office or Division: | | University Health Services | | |
|---|---|---|---|--|
| Classification: | | Simple | | |
| Type of Transaction: | | Government-to-Citizens (G2C) | | |
| Who may avail: | | Students, Faculty, Staff and other clientele | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 5. Pay to the cashier | 4. Receive payment and issue receipt. 5.1Dental Procedure Extraction/ tooth Filling ¹ / tooth Oral Prophylaxis ² Consultation Medical Certificate *Fees are minimum but free to CLSU students and staff ¹ pay cost of materials if CLSU students and staff ² pay cost of materials if CLSU staff | ₱300.00 ₱500.00 ₱300.00 ₱150.00 ₱150.00 | 5 minutes | <i>Administrative Aide</i> University Infirmary |
| 6. Present receipt to the dental clinic | 6. Record patient transaction and data | None | 2 minutes | <i>Dental Aide I</i> University Infirmary |
| TOTAL | | Based on requested service | 14 minutes plus dental procedure | |

END OF TRANSACTION



Human Resource Management Office

Internal Services



#1 Issuance of Service Record

(Services rendered in the government; Issued to all requesting active, separated or former employees of the agency.)

| | | | | |
|--|--|----------------------------------|------------------------|---|
| Office or Division: | Human Resource Management Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government-to-Citizens (G2C) | | | |
| Who may avail: | Active and Separated Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Accomplished Request Slip Form (1 copy) | | Human Resource Management Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fill up the Request Slip Form | 1. None | None | | None |
| 2. Submit the accomplished Request Slip Form | 2. Prepare and print the document to be signed by the HRMO Chief | None | 2 minutes | <i>Administrative Officer II (HRMO I)</i> Human Resource Management Office |
| 3. Claim the document | 3. Issue the document | None | None | Administrative Aide III Human Resource Management Office |
| TOTAL | | None | 2 minutes | |

END OF TRANSACTION



#2 Issuance of Certifications

(Issuance of Certificate of Employment, No Pending Administrative Case, Compensation and Remuneration, Leave Credits, etc. to all active, separated or former employees of the agency.)

| | | | | |
|--|--|----------------------------------|------------------------|---|
| Office or Division: | | Human Resource Management Office | | |
| Classification: | | Simple | | |
| Type of Transaction: | | Government-to-Citizens (G2C) | | |
| Who may avail: | | Active and Separated Personnel | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Accomplished Request Slip Form (1 copy) | | Human Resource Management Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fill up the Request Slip Form | 1. None | None | None | None |
| 2. Submit the accomplished Request Slip Form | 2. Prepare and print the document to be signed by the HRMO Chief | None | 2 minutes | <i>Administrative Officer II (HRMO I)</i> Human Resource Management Office |
| 3. Claim the document | 3. Issue the document | None | None | Administrative Aide III Human Resource Management Office |
| TOTAL | | None | 2 minutes | |

END OF TRANSACTION



#3 Issuance of Payslip

(Request of monthly payslip by active employees)

| Office or Division: | Human Resource Management Office | | | |
|---|----------------------------------|----------------------------------|------------------|---|
| Classification: | Simple | | | |
| Type of Transaction: | Government-to-Citizens (G2C) | | | |
| Who may avail: | Active Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Accomplished Request Slip Form (1 copy) Letter of Authorization (1 copy) | | Human Resource Management Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1.1. Fill up the Request Slip Form 1.2. If requesting Payslip for another employees, an authorization letter signed by the requesting employees must be submitted indicating the name of the person receiving their payslip. | 1. None | None | None | Administrative Aide VI Human Resource Management Office |
| 2. Submit the accomplished Request Slip Form | 2. Print the document | None | 2 minutes | Administrative Aide VI Human Resource Management Office |
| 3. Claim the document | 3. Issue the document | None | None | Administrative Aide III Human Resource Management Office |
| TOTAL | | None | 2 minutes | |

END OF TRANSACTION



#4 Issuance of Payslip Online

(Request of monthly payslip via online)

| Office or Division: | Human Resource Management Office | | | |
|---|---|----------------------------------|------------------|--|
| Classification: | Simple | | | |
| Type of Transaction: | Government-to-Citizens (G2C) | | | |
| Who may avail: | Active Personnel | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Email indicating the payslip request and employee's name | | Human Resource Management Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Send Payslip request via email through hrmo@clsu.edu.ph indicating the employee's name and the month of the payslip requested. | 1.1. None | None | None | Administrative Aide VI Human Resource Management Office |
| 1. None | 1.2. Personnel-in-charge will generate the requested payslip in PDF format. | None | 2 minutes | Administrative Aide VI Human Resource Management Office |
| 3. Receive and download the document. | 1.3. Send the payslip in PDF Format via email. | None | 2 minutes | Administrative Aide VI Human Resource Management Office |
| TOTAL | | None | 4 minutes | |

END OF TRANSACTION



#5 Issuance of PhilHealth Member Data Record Copy

(For issuance of Philhealth Member Data Record Copy for active employees in service)

| | | | | |
|--|--|----------------------------------|------------------------|---|
| Office or Division: | | Human Resource Management Office | | |
| Classification: | | Simple | | |
| Type of Transaction: | | Government-to-Citizens (G2C) | | |
| Who may avail: | | Active Personnel | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Accomplished Request Slip Form (1 copy) | | Human Resource Management Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Fill up the Request Slip Form | 1. None | None | None | Administrative Aide VI Human Resource Management Office |
| 2. Submit the accomplished Request Slip Form | 2. Retrieve and photocopy the document | None | 2 minutes | Administrative Aide III Human Resource Management Office |
| 3. Claim the document | 3. Issue the document | None | None | Administrative Aide III Human Resource Management Office |
| TOTAL | | None | 2 minutes | |

END OF TRANSACTION



#6 Payroll Preparation for All Plantilla Personnel's Salary

(This procedure applies to general payroll preparation for all plantilla personnel's monthly salary; released every 15th and 30th of the month)

| | | | | |
|--|---|-------------------------------------|---------------------------------------|---|
| Office or Division: | Human Resource Management Office | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | Government-to-Citizens (G2C) | | | |
| Who may avail: | All employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Daily Time Record – DTR (1 copy) | | Human Resource Management Office | | |
| Clearance (1 copy) | | Human Resource Management Office | | |
| Appointment (1 copy) | | Human Resource Management Office | | |
| ATM Card (1 photocopy) | | Bank (Land Bank of the Philippines) | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submission of billing statements | 1.1. Encoding of deductions to payroll | None | 3 days | Administrative Assistant II Human Resource Management Office |
| 2. Submit DTR and Duly signed appointment | 2.1. Inclusion of Newly hired employees | None | 1 hour | Administrative Assistant II Human Resource Management Office |
| 3. Submit of DTR and Duly signed Clearance | 3.1 Removal of separated employees | None | 1 hour | Administrative Assistant II Human Resource Management Office |
| 4. None | 4.1. Printing of payroll | None | 1 day | Administrative Assistant II Human Resource Management Office |
| 5. None | 5.1 Checking and Signing by the Chief HRMO | None | 30 minutes | Chief HRMO |
| 6. None | 6.1 Forward to Budget Office for processing of Budget Utilization request | None | 1 minute | Administrative Aide III Human Resource Management Officer |
| TOTAL | | None | 4 days, 2 hours and 31 minutes | |

END OF TRANSACTION



Budget Office

Internal Services



#1 Processing of Obligation Request (Salary)

(Processing of Obligation Request or Budget Utilization Request for all personnel's monthly salary)

| | | | | |
|--|--|----------------------------------|------------------------|--|
| Office or Division: | Budget Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government-to-Government (G2G); Government-to-Citizens (G2C) | | | |
| Who may avail: | All Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| General Payroll/Disbursement Voucher (4 Copies) Appointment (1 copy) | | Human Resource Management Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the required documents to the receiving counter for initial assessment and verification. | 1. Receiving of General Payrolls or Disbursement Vouchers with supporting documents and signing Box B of Obligation Request or Budget Utilization Request if funds are Available | None | 15 Minutes | <i>Administrative Aide VI, and Budget Officers and Chief of Budget</i> |
| 2. Submit approved Obligation Request or Budget Utilization Request for processing of claims. | 2. Forward to Accounting Office for processing of monthly salary | None | 1 minute | Administrative Aide VI |
| TOTAL | | None | 16 Minutes | |

END OF TRANSACTION



Accounting Office

Internal Services



#1 Processing of Monthly Salary of Employees

(Processing of General Payroll/Disbursement Vouchers for Monthly Salary of Employees)

| | | | | |
|--|---|----------------------------------|---------------------------------|--|
| Office or Division: | Accounting Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government-to-Government (G2G); Government-to-Citizens (G2C) | | | |
| Who may avail: | All Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Budget Utilization Report(BUR) (1 Original Copy and 1 Photocopy) | | Budget Office | | |
| General Payroll/Disbursement Voucher (1 Original Copy & 3 Photocopies) | | Human Resource Management Office | | |
| Daily Time Record (1 Original Copy) | | Human Resource Management Office | | |
| Other Supporting Documents (in case of First Payment e.g. Appointment, Oath of Office) (1 Original Copy) | | Human Resource Management Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Compliance if there is any deficiency of supporting documents | 1.1 Receiving of General Payrolls or Disbursement Vouchers and original copy of supporting documents from the Budget Office, Checks the completeness of supporting documents, if incomplete returns to the concerned office for compliance. If complete, stamps "Received" and indicates the date of receipt and initials on the stamped "Received" portion of the DVs or GPs. Assigns DVs or GPs number and records the same | None | 10 Minutes | Administrative Service Aide Accounting Office |
| | 1.3 Reviewing/Verifying mathematical accuracy and completeness and propriety of supporting documents. mathematical accuracy and completeness and | None | 2 Hours (GP) 10 Minutes (DV) | Accountant II Accountant I Administrative Officer V Administrative Officer II Senior |



| | | | | |
|--------------|---|-------------|--|---|
| | <p>propriety of supporting documents. Ascertain whether accounting and auditing rules and regulation were observed and the appropriate accounts classification. Prepares the Journal Entry Vouchers on DVs and GPs. Signs JEV and Initials on DVs and GPs. Record the amount of Obligation in the registry to ascertain balances of different programs under Fund 101,161,163 and 164</p> | | | <p>Administrative Assistant IV Senior Administrative Assistant I Senior Administrative Assistant I Senior Administrative Assistant I Administrative Aide IV</p> |
| | <p>1.3 Checks index of Payments (IP) from file and determine there was prior payment of the same claim. Records the name and details of DV or Payroll (date, number, particulars and amount) to Index of Payment</p> | None | 5 Minutes | Administrative Aide I |
| | <p>1.4 The Chief Accountant / FMS Director reviews the DVs or GPs, Journal Entry Vouchers and the supporting documents. The Chief Accountant / FMS Director then certified that the supporting documents are complete and proper by signing in the Box B of the DV and Approving the JEV and GP.</p> | None | 5 Minutes | Accountant III / Accountant IV |
| | <p>1.5 Forwards the certified DVs and GPs to the Internal Audit Office.</p> | None | 10 Minutes | Administrative Service Aide |
| TOTAL | | None | 2 Hours and 30 Minutes (GP) 40 Minutes (DV) | |

END OF TRANSACTION



Internal Audit Office

Internal Services



#1 Pre-Auditing General Payroll/Disbursement Voucher

(Processing/Pre-auditing of the monthly General Payroll/Disbursement Voucher)

| | | | | |
|---|--|----------------------------------|------------------------|--|
| Office or Division: | Internal Audit Services | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government-to-Government (G2G); Government-to-Citizens (G2C) | | | |
| Who may avail: | All Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Budget Utilization Report(BUR) (4 Copies) | | Budget Office | | |
| General Payroll/Disbursement Voucher (4 Copies) | | Human Resource Management Office | | |
| Daily Time Record (1 Copy) | | Human Resource Management Office | | |
| Other Supporting Documents (in case of First Payment e.g. Appointment, Oath of Office) (1 Copy) | | Human Resource Management Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Compliance if there is any deficiency of supporting documents | 1.1.Receiving of General Payrolls or Disbursement Vouchers and original copy of supporting documents from the Accounting Office. | None | 3 minutes | <i>Administrative Aide I</i> |
| | 1.2.Pre-Audit the DVs and GPs and its Supporting documents. | | 27 minutes | <i>Internal Auditor I, Internal Auditor II, Internal Auditor III, Administrative Officer IV, Senior Administrative Assistant V</i> |



| | | | | |
|------------------------------|--|-------------|-------------------|------------------------------|
| 2. None | 2. Forwards the audited DVs and GPs to the Vice President for Administration Office (500,000 below) and to the Office of the President (500,000.00 and Above) | None | 1 minute | <i>Administrative Aide I</i> |
| TOTAL PROCESSING TIME | | None | 31 minutes | |

END OF TRANSACTION



Office of the President
Office of the Vice President for Administration
Internal Services



#1 Approval of General Payrolls or Disbursement Vouchers for Payment

(Signing of General Payrolls or DV for Payment Approval)

| | | | | |
|---|---|----------------------------------|------------------------|---|
| Office or Division: | Office of the University President/Office of Vice President for Administration | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government-to-Government (G2G); Government-to-Citizens (G2C) | | | |
| Who may avail: | All Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Budget Utilization Report(BUR) (4 Copies) | | Budget Office | | |
| General Payroll/Disbursement Voucher (4 Copies) | | Human Resource Management Office | | |
| Daily Time Record (1 Copy) | | Human Resource Management Office | | |
| Other Supporting Documents (in case of First Payment e.g. Appointment, Oath of Office) (1 Copy) | | Human Resource Management Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. None | 1. Signs the General Payrolls or Disbursement Vouchers for Payment Approval. Vice President for Administration Office (500,000 below) and to the Office of the President (500,000.00 and Above) | None | 10 minutes | University President Or Vice President for Administration |
| 2. None | 2. Forwards the documents to Cashiers' Office | None | 1 minute | Administrative Aide IV |
| TOTAL | | None | 11 minutes | |

END OF TRANSACTION



Cashier's Office

Internal Services



#1 Preparation of Checks or LLDAP-ADA

(For checks and uploading of payment/salary to designated bank)

| Office or Division: | Cashier's Office | | | |
|---|--|----------------------------------|-------------------|---|
| Classification: | Simple | | | |
| Type of Transaction: | Government-to-Government (G2G); Government-to-Citizens (G2C) | | | |
| Who may avail: | All Employees | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Budget Utilization Report(BUR) (4 Copies) | | Budget Office | | |
| General Payroll/Disbursement Voucher (4 Copies) | | Human Resource Management Office | | |
| Daily Time Record (1 Copy) | | Human Resource Management Office | | |
| Other Supporting Documents (in case of First Payment e.g. Appointment, Oath of Office) (1 Copy) | | Human Resource Management Office | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Forwards Disbursement vouchers and payrolls and other supporting documents. | 1.1 Receive duly signed and approved General Payrolls or Disbursement Vouchers | None | 2 minutes | Admin. Aide IV, Admin Aide 1, Admin. Officer III |
| | 1.2 Preparation of Checks or LLDAP-ADA and forward it to Servicing Bank(LBP) for uploading of payment. | | 15 minutes | Chief Cashier, Admin. Aide IV, Admin. Officer I, Admin. Officer III |
| TOTAL | | None | 17 minutes | |

END OF TRANSACTION



| FEEDBACK AND COMPLAINTS MECHANISM | |
|--|---|
| How to send feedback | Feedbacks are collected using the Client Feedback Form. The form is dropped in a sealed Feedback box located at the Public Assistance Counter/Desk. |
| How feedbacks are processed | External Feedbacks are collected using the Client Feedback Form by the HRMO who is responsible for collecting and analyzing ARTA-related feedbacks lodged directly with the CLSU Public Assistance and Complaints Desk. The collected feedbacks are analyzed and a report will be forwarded to the Feedback Management Committee (FMC) who will analyze actions on the issues and concerns raised and forwards such analysis to the unit heads concerned. |
| How to file a complaint | Client who is unsatisfied or with complaint regarding services rendered by the CLSU officials and employees may consult with the public assistance desk/officer-of-the day or report to the University President at Telephone No. (044) 456 0688 and Fax No. (044) 456 5202 |
| How complaints are processed | The complaints will undergo a root cause analysis to determine the real problem behind the feedback/complaint. |
| Contact Information of CCB, PCC, ARTA | CCB: 1-6565 PCC: (02) 8736-8645 ARTA: (02) 478-5091/478-5099 |



LIST OF OFFICES

| Office | Address | Contact Information |
|---|---|----------------------------------|
| Office of the University President | Administration Building, CLSU, Science City of Muñoz, Nueva Ecija | (044) 456-0688 |
| Office of the Vice President for Administration | Administration Building, CLSU, Science City of Muñoz, Nueva Ecija | (044) 456-5272 |
| Office of Admissions | Academic Avenue, CLSU, Science City of Muñoz, Nueva Ecija | (044) 456-5190 |
| University Library | CLSU, Science City of Muñoz, Nueva Ecija | (044) 456-7211 |
| University Health Services | Executive Avenue, CLSU, Science City of Muñoz, Nueva Ecija | (044) 940-6978 (044) 456-0689 |
| Human Resource Management Office | Administration Building, CLSU, Science City of Muñoz, Nueva Ecija | (044) 940-9278 |
| Budget Office | Administration Building, CLSU, Science City of Muñoz, Nueva Ecija | N/A |
| Accounting Office | Administration Building, CLSU, Science City of Muñoz, Nueva Ecija | (044) 456-0691/ 806-1793 |
| Internal Audit Office | Administration Building, CLSU, Science City of Muñoz, Nueva Ecija | (044) 940-0592 |
| Cashier's Office | Administration Building, CLSU, Science City of Muñoz, Nueva Ecija | (044) 463-2146 |



**CLSU OFFICIALS
2022**

**EDGAR A. ORDEN
CLSU President**

| NAME | POSITION/DESIGNATION |
|-----------------------------------|--|
| 1. Dr. Edgar A. Orden | President |
| 2. Dr. Danilo S. Vargas | Vice President for Administration |
| 3. Dr. Renato G. Reyes | Vice President for Academic Affairs |
| 4. Dr. Armando N. Espino, Jr. | VP for Research and Extension |
| 5. Dr. Ariel G. Mactal | Vice President for Business Affairs |
| 6. Mr. Jaypee S. De Guzman | Univ. & Board Secretary |
| 7. Dr. Alona T. Badua | Dean, College of Agriculture |
| 8. Dr. Jay C. Santos | Acting Dean, College of Arts and Social Sciences |
| 9. Dr. Evaristo A. Abella | Dean, College of Science |
| 10. Dr. Matilde Melicent S. Recto | Dean, CBAA |
| 11. Dr. Regidor G. Gaboy | Acting Dean, College of Education |
| 12. Dr. Theody B. Sayco | Dean, College of Engineering |
| 13. Dr. Ravelina R. Velasco | Acting Dean, College of Fisheries |
| 14. Dr. Judith P. Antonino | Dean, College of Home Science & Industry |
| 15. Dr. Noraine P. Medina | Dean, College of Veterinary Science & Medicine |
| 16. Dr. Irene G. Bustos | Acting Dean, Office of Student Affairs |
| 17. Dr. Elaida R. Fiegalan | Acting Dean, CLSU DOT-Uni |
| 18. Dr. Cesar V. Ortinero | Dean, Office of Admissions |
| 19. Dr. Ma. Excelsis M. Orden | Director, University Research Center |
| 20. Dr. Eugenia G. Baltazar | Director, University Extension Center |
| 21. Dr. Danilo S. Vargas | Director, FMS |
| 22. Dr. Cheryl G. Ramos | Director, Administrative Services |
| 23. Dr. Eden S. David | Director, Quality Assurance Office |
| 24. Dr. Ericson N. Dela Cruz | Center Director, PCC at CLSU |



| NAME | POSITION/DESIGNATION |
|---|--|
| 25. Dr. Renato G. Reyes | Director, International Affairs Office |
| 26. Dr. Marvin M. Cinense | Project Director, PhilSCAT-TCP III |
| 27. Mr. Jose Ariel D. Barza | Director, Animal Production Division |
| 28. Dr. Pablo J. Rafael, Jr. | Director, Business Dev't Division |
| 29. Mr. Carlo Raul C. Divina | Acting-Director, PPSDS |
| 30. Dr. Ma. Elizabeth DC. Leoveras | Director, Auxiliary |
| 31. Engr. Adorable P. Pineda | Director, PMS |
| 32. Dr. Janet O. Saturno | Director, UGADO |
| 33. Asst. Prof. Floper Gershwin E. Manuel | Head, CCLS |
| 34. Dr. Anna Maria Lourdes S. Latonio | Head, CTEC |
| 35. Dr. Jennifer T. De Jesus | Head, ISPEAR |
| 36. Dr. Nemesio A. Macabale, Jr. | Head, ISI |
| 37. Dr. Gella Patria L. Abella | Head, ICCEM |
| 38. Dr. Sofronio P. Kalaw | Head, CTMRD |
| 39. Prof. Armando S. Santos | Head, NSTP |
| 40. Prof. Ma. Pamela DV. Roguel | Head, ETEEAP |
| 41. Mr. Kier G. Santiago | Head, SRC |
| 42. Dr. Joel M. Torres | Head, CERDS |
| 43. Dr. Ma. Luisa T. Mason | Head, RMCARES |
| 44. Dr. Wendy C. Mateo | Head, WRMC |
| 45. Ms. Nuelah SJ. Reyes | University Librarian |
| 46. Prof. Randolph Warren Gregorio T. Mayo II | President, Faculty Association, Inc. |
| 47. Mr. Jose Ariel DG. Barza | President, NASA |
| 48. Mr. Efraim DG. Saturno | President, CLUTCHES |
| 49. Mr. Jonathan T. Gurion | Chief, HRMO |
| 50. Dr. Marlon A. Naagas | Chief, Mngt. Information System Office |
| 51. Ms. Maria Adrielle S. Estigoy | Chief, Strategic Communication Office |
| 52. Mr. Sherren S. Punzalan | Chair, USSC |



CLSU BOARD OF REGENT

| | |
|--|-------------------|
| HON. RONALD L. ADAMAT Commissioner, CHED | - Presiding Chair |
| HON. EDGAR A. ORDEN President, CLSU | - Vice Chair |
| HON. FRANCIS ESCUDERO Chair, Senate Committee on Higher, Technical and Vocational Education | - Member |
| HON. MARK O. GO Chair, House Committee on Higher and Technical Education | - Member |
| HON. GINA T. GACUSAN Regional Director, NEDA | - Member |
| HON. CRISPULO G. BAUTISTA, JR. Regional Director, DA | - Member |
| HON. JULIUS CAESAR V. SICAT Regional Director, DOST | - Member |
| HON. ROMEO T. PADILLA President, CLSU Alumni Association, Inc. | - Member |
| HON. RANDOLF WARREN GREGORIO T. MAYO II President, Faculty Association, Inc. | - Member |
| HON. SHERREN S. PUNZALAN Chair, University Supreme Student Council | - Member |
| DR. LEONIDA S. CALAGUI Regional Director, CHED | - Resource Person |
| Mr. Jaypee S. De Guzman University and Board Secretary | |