



DON MARIANO MARCOS MEMORIAL
STATE UNIVERSITY

CITIZEN'S CHARTER
2024, 2nd Edition



AGENCY PROFILE

I. Mandate:

Sprawled on a 1,120–hectare land area, Don Mariano Marcos Memorial State University was created through **Presidential Decree No. 1778** on January 15, 1981, by Former President Ferdinand E. Marcos. Founded on the philosophy of “total human development with appropriate competencies,” DMMMSU was born from the merging of five (5) former schools in La Union, namely: (1) Don Mariano Marcos Memorial State College at Bacnotan; (2) La Union School of Arts and Trade at the City of San Fernando; (3) Community College of La Union at the City of San Fernando; (4) Southern Ilocos Polytechnic State College at Agoo; and (5) Sapilang Elementary School at Bacnotan.

Under Section 4 of PD 1778, the University is mandated to “*provide advanced instruction in the arts, agriculture, fishery, engineering and natural sciences, as well as in other technological and professional fields; promote research, and engage in extension work*”.

To fulfill its mandate, DMMMSU maintains three major campuses: the North La Union Campus in Bacnotan, the Mid La Union Campus in San Fernando City, and the South La Union Campus, which is spread in the towns of Agoo, Sto. Tomas, and Rosario, La Union. DMMMSU also houses the Open University System that caters to the needs of lifelong learners as well as learners with disabilities, OFWs, working students, and solo parents, among others.

Further, DMMMSU is the proud home of two national centers – the National Apiculture Research, Training, and Development Institute (NARTDI), which is a leading authority in beekeeping and honey production, and the Sericulture Research and Development Institute (SRDI), which is dedicated to advancing silk production.

The university also houses the Fisheries Research and Training Institute (FRTI), the DMMMSU Pig Extension and Research Farm (DPERF), the Lam-ang Institute, the Philippine Carabao Center (PCC), the Metals and Engineering Innovation Center (MEIC), and the Agri-Aqua Technology Incubation Center (ATBI). These centers, along with other research and training institutes, contribute significantly to DMMMSU’s reputation as a hub of innovation and excellence.



II. Philosophy:

Total human development with appropriate competencies.

III. Vision:

A globally competitive university.

IV. Mission:

Provides high quality instruction, research and extension.

V. Goal:

To lead in transforming human resources into productive self-reliant citizens and responsible leaders.

VI. Service Pledge:

We, the officials and employees of the Don Mariano Marcos Memorial State University, hereby pledge to:

Deliver our respective duties and responsibilities with utmost efficiency, integrity, and professionalism.

Make every working hour of our service truly satisfying, fruitful, and stimulating;

Mobilize resources of the University for optimum productivity and effectiveness;

Mediate judiciously every problem or conflict of our client that may arise in the course of duty;

Strengthen our bond of camaraderie, synergy, and dynamism as one organic entity; and

Use every opportunity as a stepping stone towards a higher level of commitment to public service.



VII. Core Values

The university has the following core values:

SERVICE	:	Service to our stakeholders
PRODUCTIVITY	:	Productivity with passion for work
EXCELLENCE	:	Excellence in our programs through scholarly undertakings
COMMITMENT	:	Commitment in delivering our mandates
INNOVATIVENESS	:	Innovation towards attaining operative systems, breakthroughs and milestones
ADVOCACY	:	Advocacy in transforming lives
LEADERSHIP	:	Leadership for transformation, empowerment and sustainable development



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OFFICE OF THE PRESIDENT INTERNAL SERVICES



1. ACTION ON THE APPROVAL OF LETTERS/DOCUMENTS FROM THE DIFFERENT OFFICES OF THE UNIVERSITY

Subject to the presence and schedule of the President. The Officer in Charge (OIC) of the Office of the President will act in the absence or unavailability of the President.

Office or Division:	Office of the President			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Offices of the University			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letters/documents for approval			Concerned offices	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward letter/document to the Office of the President.	1.1 Staff receives the letter/document for approval of the President.	None	5 minutes	OP Staff
	1.1.1 Staff checks the completeness of the letter/document and forwards it to the President/OIC for appropriate action.	None	5 minutes	OP Staff
	1.2 The President/OIC approves or endorses to the appropriate officials concerned or to the sender for revision or action	None	5 minutes	President/OIC
2. Client receives action on request	2. Staff records the letters/documents in the logbook and forwards them to the Records Office	None	10 minutes	OP Staff
TOTAL:		None	25 minutes	



2. HANDLING OF SEXUAL HARASSMENT COMPLAINTS

This articulates the steps to be undertaken in the event that an employee/student becomes the subject of sexual harassment complaint for any violation of the CHED Memorandum Order No. 03, S. 2022, "Guidelines on Gender-Based Sexual Harassment in Higher Education Institution

Office or Division:	Office of the President			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DMMMSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Form/Letter with the following information: a. Full Name and Contact Details of the Complainant. However, the filing of an anonymous complaint is not prohibited. b. Full Name, Contact Details and Position of the Respondent. If known to the Complainant.		The client will provide.		
Statement of Relevant Facts		The client will provide.		
Evidence to Support the Allegation		The client will provide.		
Certification or Statement of Non-Forms Shopping		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File the complaint provided the following information: a. Full Name and Contact Details of the Complainant. However, the filing of an anonymous complaint is not prohibited. b. Full Name, Contact Details and Position of the Respondent. If known to the Complainant.	1.1 Receives verified complaint, supporting documents, and Certificate of Non-Forum Shopping (CNFS). Marks the date of actual receipt of the Complaint. Assures the client that the matter will be dealt with utmost confidentiality	None	2 minutes	Head of the Institution (University President), University Legal office
	1.2 Action on the Complaint	None	Within 24 hours	CODI



<p>c. Statement of Relevant Facts</p> <p>d. Evidence to Support the Allegation, provided that non-submission of evidence will not cause dismissal of the complaint</p> <p>e. Certification or Statement of Non-Forms Shopping. If the complaint is not under oath, the Complainant shall be summoned by the CODI to swear to the truth of the allegations in the complaint or require the Complainant to submit a sworn Complaint within 24 hours from receipt of notice of compliance</p>	1.3 Investigate and Decide on the case, and submit a report of its findings with corresponding recommendation to the disciplining authority for decision	None	10 working days	CODI Office of the Immediate Supervisor of the Complainant or the alleged perpetrator,
	1.4 Preventive Suspension (if applicable)	None		Head of the Institution (University President)
	1.5 When Case is Decided, forward to the Disciplining Authority	None	5 minutes	Head of the Institution (University President)
	1.6 Disciplining Authority shall decide the case upon receipt of the CODI Investigation Report and Recommendation	None	30 days	Head of the Institution (University President)
	1.7 Finality of Decisions	None		Board Member
	1.8 Service/Furnishing the Decision to the Respondent and Complainant	None	2 days	Records Office
	1.9 Motion for Reconsideration or Appeal, and Subsequent Proceedings, and other Matters not Covered by these Guidelines	None	15 days	Respondent
	1.10 If the Respondent filed for a Motion, the Disciplining Authority Shall act or decide	None	15 days	Head of the Institution (University President)
	1.11 Parallel and Complementary Actions	None		Head of the Institution



				(University President), CODI
		TOTAL:	None	91 days and 7 minutes (CMO 3, S.2022 Rule IV)



OFFICE OF THE PRESIDENT EXTERNAL SERVICES



1. ACTION ON AGREEMENTS AND RELATED DOCUMENTS

This service allows the Office of the President (OP) to act on projects/partnerships with external stakeholders through agreements and related documents. Action on said documents is subject to the presence and schedule of the President or the Officer-in-Charge.

Office or Division:	Office of the President			
Classification:	Complex Transaction			
Type of Transaction:	G2B – Government to Business Entities			
Who may avail:	University Stakeholders, Guests and Visitors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Draft Agreement or Related Document (1 original copy)		The client will provide.		
2. Certification that the University Legal Officer (ULO) has reviewed and given comments on the drafted agreement or related document (1 original copy)		University Legal Officer		
3. Revised Agreement or Related Document incorporating the ULO's recommendations (1 original copy)		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the pertinent documents to the OP.	1. Receive and review the submitted documents.	None	2 days	OP Staff
2. Await the action of the President.	2. The President reviews and notes his action on the document.	None	3 days	President
3. Receive action on agreement or related document from the Records Office.	3. Transmit the President's action to the Records Office for referral to the concerned office or client.	None	1 day	OP Staff
TOTAL:		None	6 days	



2. ACTION ON INCOMING COMMUNICATIONS

This service allows the Office of the President (OP) to act on communications from external clients or agencies. Action on documents is subject to the presence and schedule of the President or the Officer-in-Charge.

Office or Division:	Office of the President (OP)			
Classification:	Simple Transaction			
Type of Transaction:	G2B – Government to Business Entities			
Who may avail:	All Government Agencies/Offices			
CHECKLIST OF REQUIREMENT		WHERE TO SECURE		
1. Letters or communications from external clients or agencies (1 original copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the letter/document to the Records Office.	1.1 Log the document and forward to the Office of the President.	None	15 minutes	Records Officer
	1.2 Log the document in the OP logbook upon receipt. Forward the document to the President or Officer-in-Charge.	None	10 minutes	OP Staff
2. Await the action of the President.	2.1 The President or Officer-in-Charge (OIC) notes his/her action on the document.	None	2 days	President/OIC
	2.2 Log the document acted upon by the President or OIC in the OP logbook.	None	10 minutes	OP Staff
	2.3 Forward the document acted upon by the President or OIC to the Records Office for release/dissemination to the concerned client/office.	None	10 minutes	OP Staff
3. Proceed to the Records Office. Receive the document acted upon by the President from the Records Office.	3. Release the document acted upon by the President or the OIC.	None	10 minutes	Records Office
TOTAL:		None	2 days, 55 minutes	



3. HANDLING OF SEXUAL HARASSMENT COMPLAINTS

This articulates the steps to be undertaken in the event that an employee/student becomes the subject of sexual harassment complaint for any violation of the CHED Memorandum Order No. 03, S. 2022, “Guidelines on Gender-Based Sexual Harassment in Higher Education Institution

Office or Division:	Office of the President			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Form/Letter with the following information: a. Full Name and Contact Details of the Complainant. However, the filing of an anonymous complaint is not prohibited. b. Full Name, Contact Details and Position of the Respondent. If known to the Complainant.		The client will provide.		
Statement of Relevant Facts		The client will provide.		
Evidence to Support the Allegation		The client will provide.		
Certification or Statement of Non-Forms Shopping		The client will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File the complaint provided the following information: a. Full Name and Contact Details of the Complainant. However, the filing of an anonymous complaint is not prohibited. b. Full Name, Contact Details and Position of the Respondent. If known to the Complainant.	1.1 Receives verified complaint, supporting documents, and Certificate of Non-Forum Shopping (CNFS). Marks the date of actual receipt of the Complaint. Assures the client that the matter will be dealt with utmost confidentiality	None	2 minutes	Head of the Institution (University President), University Legal office
	1.2 Action on the Complaint	None	Within 24 hours	CODI



<p>c. Statement of Relevant Facts</p> <p>d. Evidence to Support the Allegation, provided that non-submission of evidence will not cause dismissal of the complaint</p> <p>e. Certification or Statement of Non-Forms Shopping. If the complaint is not under oath, the Complainant shall be summoned by the CODI to swear to the truth of the allegations in the complaint or require the Complainant to submit a sworn Complaint within 24 hours from receipt of notice of compliance</p>	1.3 Investigate and Decide on the case, and submit a report of its findings with corresponding recommendation to the disciplining authority for decision	None	10 working days	CODI Office of the Immediate Supervisor of the Complainant or the alleged perpetrator,
	1.4 Preventive Suspension (if applicable)	None		Head of the Institution (University President)
	1.5 When Case is Decided, forward to the Disciplining Authority	None	5 minutes	Head of the Institution (University President)
	1.6 Disciplining Authority shall decide the case upon receipt of the CODI Investigation Report and Recommendation	None	30 days	Head of the Institution (University President)
	1.7 Finality of Decisions	None		Board Member
	1.8 Service/Furnishing the Decision to the Respondent and Complainant	None	2 days	Records Office
	1.9 Motion for Reconsideration or Appeal, and Subsequent Proceedings, and other Matters not Covered by these Guidelines	None	15 days	Respondent
	1.10 If the Respondent filed for a Motion, the Disciplining Authority Shall act or decide	None	15 days	Head of the Institution (University President)
	1.11 Parallel and Complementary Actions	None		Head of the Institution



				(University President), CODI
		TOTAL:	None	91 days and 7 minutes (CMO 3, S.2022 Rule IV)



OFFICE OF THE UNIVERSITY AND BOARD SECRETARY
INTERNAL SERVICES



1. ISSUANCE OF TRAVEL AUTHORITY ABROAD

This service describes how DMMMSU faculty, staff, and students can secure a Travel Authority Abroad (official and personal travel).

Office or Division:	Office of the University and Board Secretary (OUBS)	
Classification:	Complex Transaction	
Type of Transaction:	G2G - Government to Government	
Who may avail:	DMMMSU Faculty and Staff	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1 hard copy or electronic copy of each document:		
<ul style="list-style-type: none"> Letter of request for issuance of Travel Authority Abroad* 	<ul style="list-style-type: none"> Client will provide 	
<ul style="list-style-type: none"> Invitation or Official Communication from the Inviting/Sponsoring Agency or Organization 	<ul style="list-style-type: none"> Inviting/sponsoring agency or organization 	
<ul style="list-style-type: none"> CHED Endorsement or CHED IAS Certificate of Legitimacy (15 days processing) 	<ul style="list-style-type: none"> Office of the Vice President for Academic and International Affairs 	
<ul style="list-style-type: none"> Evaluation Form for Necessity of Foreign Travel for SUCs 	<ul style="list-style-type: none"> Office of the Vice President for Academic and International Affairs 	
<ul style="list-style-type: none"> Endorsement/s of concerned Vice President/s* 	<ul style="list-style-type: none"> Office of concerned Vice President 	
<ul style="list-style-type: none"> Certificate of Availability of Funds 	<ul style="list-style-type: none"> Operating Unit Accountant 	
<ul style="list-style-type: none"> BOR Resolution (to be released after board meeting/referendum) 	<ul style="list-style-type: none"> Office of the University and Board Secretary 	
<ul style="list-style-type: none"> Accomplished Leave Form* 	<ul style="list-style-type: none"> Operating Unit HRM Office 	
<ul style="list-style-type: none"> Other docs as may be required (depending on purpose of travel) * 		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete set of requirements for Travel Authority (TA) Abroad.	1.1 Receive the set of requirements for Travel Authority (TA) Abroad. 1.2 Review the set of requirements for Travel Authority (TA) Abroad.	None	20 minutes	OUBS Staff
2. Await notification via email if TA is ready for pick-up.	2. If all requirements are complete and in order, prepare the TA for signature of the President.	None	6 days	OUBS Staff OP Staff
3. Upon receipt of notification for pick-up of TA, client shall respond to the email with confirmation of who will pick up the TA on the scheduled date.	3. Notify client via email regarding the pick-up schedule of the TA.	None	1 day	OUBS Staff
4.1 Receive the TA.	4.1 Release TA to client.	None	10 minutes	Client
4.2 Record client details in the logbook as proof of receipt of the TA.	4.2 Request client to record his/her details in the logbook as proof of receipt of the TA.			
	TOTAL:	None	7 days and 30 minutes	
Note: <ul style="list-style-type: none"> • CHED requires official travels to be processed 30 days before expected date of travel abroad. • Request for issuance of TA is referred to multiple offices. The signing of the TA is subject to the presence and schedule of the President or OIC. <i>*Requirements for personal travel</i>				



OFFICE OF THE **UNIVERSITY AND BOARD SECRETARY** EXTERNAL SERVICES



1. ISSUANCE OF CERTIFICATE OF APPEARANCE (CA)

This service describes how government and non-government employees can secure a Certificate of Appearance (CA).

Office or Division:	Office of the University and Board Secretary (OUBS)			
Classification:	Simple Transaction			
Type of Transaction:	G2B- Government to Business			
Who may avail:	All Government Agencies, LGUs, GOCCs, and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • 1 hard copy or electronic copy of Travel Order (TO) • 1 valid government-issued ID (for external stakeholders) 			Client's Head of Agency	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Travel Order (TO) issued by the client's Head of Agency. 1.1 If client is an external stakeholder, present a valid ID.	1.1 Interview client and ask for his/her Travel Order. 1.2 If client is an external stakeholder, request him/her to present a valid government-issued ID. 1.3 Prepare the Certificate of Appearance (CA) based on the entries in the Travel Order presented.	None	40 minutes	OUBS Staff
2. Receive Certificate of Appearance (CA).	2.1 Release CA to Client. 2.2 Request client to record his/her details in the logbook as proof of receipt of the CA.	None	15 minutes	OUBS Staff



3. Write pertinent details in the logbook to attest the receipt of the CA.	3. Record client details in the logbook as proof of receipt of the CA.	None	5 minutes	OUBS Staff
	TOTAL:	None	60 minutes	



2. ISSUANCE OF COPIES OF BOARD DOCUMENTS

This service describes how DMMMSU constituents and personnel from other Government Agencies, LGUs, GOCCs, and Government Instrumentalities, as well as the private sector, can secure copies of Board documents.

Office or Division:	Office of the University and Board Secretary (OUBS)			
Classification:	Complex Transaction			
Type of Transaction:	G2B- Government to Business			
Who may avail:	All Government Agencies, LGUs, GOCCs, and other Government Instrumentalities			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> 1 hard copy or electronic copy of fully accomplished Form UBS-F002 			OUBS	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit fully accomplished Form UBS-F002.	1. Receive fully accomplished Form UBS-F002.	None	5 minutes	OUBS Staff
2. Await notification via email regarding availability and authorization for release of the requested Board document.	2.1 Check files for requested documents. 2.2 Upon the authorization of the OUBS or the University President for the release of the document, notify client regarding the pick-up/release schedule. If the requested document is not found on file or if the President does not authorize the release of the requested document, the OUBS informs the client via email.	None	6 days	OUBS Staff OP Staff



3. Upon receipt of email notification, respond with confirmation regarding who will pick up/receive the document on the scheduled date.	3. Confirm receipt of the email from the client and note the details provided regarding picking up/receiving the document.	None	1 day	OUBS Staff
4.1 Pick-up/receive Board document on the scheduled date. 4.2 For onsite pick-up of documents, record client details in the logbook as proof of receipt of the Board document.	4.1 Release/send Board document to client based on the schedule set. 4.2 For onsite pick-up of documents, request client to record his/her details in the logbook as proof of receipt of the Board document.	None	10 minutes	Client
TOTAL:		None	7 days and 15 minutes	



RESEARCH ETHICS COMMITTEE

INTERNAL SERVICES



1. APPLICATION FOR ETHICS REVIEW

The DMMMSU REC shall require the submission of a set of pertinent documents for an application for ethical review to be accepted. A preliminary evaluation shall determine whether a protocol is exempted or needs to undergo ethical review based on the National Ethical Guidelines for Research Involving Human Participants 2022 the research ethics review process guideline.

Office or Division	DMMMSU Research Ethics			
Classification	Simple Transaction			
Type of Transaction	Government to Government			
Who may avail	Faculty and Staff Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DMMMSU-RETC-F013 (Application for Ethics Review of a New Protocol)		DMMMSU Research Office/DMMMSU Website ISO Portal-Forms		
DMMMSU-RETC-F008 (Informed Consent Checklist)		DMMMSU Research Office/DMMMSU Website ISO Portal-Forms		
DMMMSU-RETC-F039 (Informed Consent Form)		DMMMSU Research Office/DMMMSU Website ISO Portal-Forms		
DMMMSU-RETC-F040 (Guidelines on Writing the Informed Consent Form)		DMMMSU Research Office/DMMMSU Website ISO Portal-Forms		
DMMMSU-RETC-F033 (Logbook of Protocol Submissions)		DMMMSU Research Office/DMMMSU Website ISO Portal-Forms		
DMMMSU-RETC-F041 (Preliminary Review and Action Slip)		DMMMSU Research Office/DMMMSU Website ISO Portal-Forms		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Complete application documents to DMMMSU REC Office 1. Letter of Request for Review 2. Application Form (DMMMSU-RETC-F013) 3. Full Proposal/Study Protocol 4. Technical Review Approval	1. Check completeness of the submitted documents	None	15 Minutes	REC Secretariat



<p>5. Data Collection forms (Questionnaires, Observation tool, Interview Guide, etc.)</p> <p>6. Curriculum Vitae of Researcher/s</p> <p>7. Informed Consent Form/s (as applicable)</p> <p>8. Assent Forms (as applicable)</p> <p>9. Endorsement/Referral Letter (as applicable)</p> <p>10. Permit for special groups (e.g. NCIP Clearance)</p>				
<p>2. Client submits e-copies of the same documents to DMMMSU REC email: rec@dmmmsu.edu.ph</p>	<p>2. Check completeness of the submitted documents. Assigns protocol code for complete submissions and adds the submission in the log of protocol submissions and protocol database.</p>	None	15 Minutes	REC Secretariat
<p>3. Receives acknowledgement of the initial/preliminary review.</p>	<p>3. Conduct Preliminary assessment to determine type of ethics review – Exempted, Expedited or Full Review). Prepare Certificate of Exemption if applicable.</p>	None	2 days	REC Chair REC Secretariat
<p>4. If <i>Exempted from Review</i> Receives Certificate of Exemption.</p>	<p>4. Issue Certificate of Exemption if Exempted</p>	None	1-2 days	REC Secretariat
<p>5. If <i>Expedited Review</i>, Receives Decision letter.</p>	<p>5. For Expedited review, Protocol will be</p>	None	20 days**	REC Chair



<p>(For review results requiring modifications)</p>	<p>Evaluated by primary reviewers. Review results be forwarded to REC for consolidation by the secretariat and review of the REC Chair. Prepares Decision Letter and communicates to the researcher.</p>			<p>REC Primary Reviewers REC Secretariat</p>
<p>6. If <i>Full Review</i>, Receives Decision letter. (For review results requiring modifications)</p>	<p>6. For Full Review, Protocol will be evaluated by primary reviewers. Review results will be consolidated by the REC Secretariat and forwarded to ALL the REC members and included in the Agenda of the next REC Meeting. If Regular Quarterly REC meeting is not scheduled within a month, REC schedules a Special meeting and include the full reviews in the agenda. During the meeting, reviews from all the members are consolidated by the member secretary. Preparation of the decision letter or Ethical</p>	<p>None</p>	<p>35 Days**</p>	<p>REC Chair REC Members REC Secretariat</p>



	Clearance whichever is applicable and communicates to the researcher.			
<p>7. For <i>approved</i> submissions, Pays ethics review fee to DMMMSU Cashier.</p> <p>*For Proposals funded by GAA, Ethical Clearance is Released upon approval.</p>	7. Receives Official Receipt and releases ethical clearance.	<p>For DMMMSU Students:</p> <ul style="list-style-type: none"> • Undergraduate Thesis – 300 Php • Master’s Thesis – 500 Php • Doctoral Dissertation - 1,000 Php <p>Proposals Funded by GAA – Free Non-DMMMSU Students:</p> <ul style="list-style-type: none"> • Undergraduate Thesis – 1,000 Php • Master’s Thesis – 1,500 Php • Doctoral Dissertation - 2,000 Php <p>Research from other Agencies: 2,000 Php</p>	1 day	DMMMSU Cashier REC Secretariat



	TOTAL:	Depends on type of review specified above.	Exempted: 4 Days 30 Min Expedited: 23 Days 30 min Full Review: 38 Days 30 min**	
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**Number of days compliant with DOH Department Order No. 2017-0265

2. RESUBMISSION OF PROTOCOLS

The Research Ethics Committee shall require a resubmission of a protocol that requires either minor or major modification not later than 20 working days after receipt of the Decision Letter. Minor Modifications shall undergo expedited review while major modifications shall undergo full review.

Office or Division	DMMMSU Research Ethics			
Classification	Simple Transaction			
Type of Transaction	Government to Government			
Who may avail	Faculty and Staff Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DMMMSU-RETC-F014 (Resubmission)		DMMMSU Research Office/DMMMSU Website ISO Portal-Forms		
DMMMSU-RETC-F039 (Informed Consent Form)		DMMMSU Research Office/DMMMSU Website Iso Portal-Forms		
DMMMSU-RETC-F033 (Logbook of Protocol Submissions)		DMMMSU Research Office/DMMMSU Website Iso Portal-Forms		
Revised Protocol		Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Complete resubmission documents to DMMMSU REC Office: 1. Resubmission Form 2. Revised Protocol	1. Check completeness of the submitted documents.	None	15 Minutes	REC Secretariat



<ul style="list-style-type: none"> a. Proposal b. Data Collection forms (Questionnaires, Observation tool, Interview Guide, etc.) c. Informed Consent Form/s d. Other documents as needed based on the Decision Letter received during the previous submission. 				
<p>2. Client submits e-copies of the same resubmission documents to DMMMSU REC email: rec@dmmmsu.edu.ph</p>	<p>2. Checks completeness of the submitted documents. Updates the log of protocol submissions and protocol database. Forwards resubmission to Chair for review.</p>	None	15 Minutes	REC Secretariat
<p>3. For resubmissions that required <i>minor modifications</i> according to the last decision letter, Receives Decision.</p>	<p>3. If resubmission required <i>minor modifications</i>, Chair reviews and provides decision. Issues decision letter if with modifications. If approved, REC secretariat provides instruction for payment.</p>	None	10 days**	REC Chair REC Primary Reviewers REC Secretariat
<p>4. If resubmission required <i>major modifications</i>, Receives acknowledgment and wait decision by the committee.</p>	<p>4. If resubmission required <i>major modifications</i>, resubmission will be reviewed by the Committee for decision. During the meeting,</p>	None	20 days**	REC Chair REC Members REC Secretariat



	reviews from all the members are consolidated by the member secretary. Issues decision letter if with modifications. If approved, REC secretariat provides instruction for payment.			
<p>5. For <i>approved</i> resubmissions, Pays ethics review fee to DMMMSU Cashier.</p> <p>*For Proposals funded by GAA, Ethical Clearance is Released upon approval.</p>	5. Receives Official Receipt and releases ethical clearance.	<p>For DMMMSU Students:</p> <ul style="list-style-type: none"> • Undergraduate Thesis – 300 Php • Master’s Thesis – 500 Php • Doctoral Dissertation - 1,000 Php <p>Proposals Funded by GAA – Free</p> <p>Non-DMMMSU Students:</p> <ul style="list-style-type: none"> • Undergraduate Thesis – 1,000 Php • Master’s Thesis – 1,500 Php • Doctoral Dissertation - 2,000 Php <p>Research from other Agencies: 2,000 Php</p>	1 day	DMMMSU Cashier REC Secretariat



	TOTAL:	None	For Minor Modifications: 10 Days 30 min For Major Modifications: 20 Days 30 min *Additional 1 day processing if approved.	
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**Number of days compliant with DOH Department Order No. 2017-0265



RESEARCH ETHICS COMMITTEE

EXTERNAL SERVICES



1. APPLICATION FOR ETHICS REVIEW

The DMMMSU REC shall require the submission of a set of pertinent documents for an application for ethical review to be accepted. A preliminary evaluation shall determine whether a protocol is exempted or needs to undergo ethical review based on the National Ethical Guidelines for Research Involving Human Participants 2022 the research ethics review process guideline.

Office or Division	DMMMSU Research Ethics			
Classification	Simple Transaction			
Type of Transaction	Government to Citizens			
Who may avail	Student Researchers and Other Government Agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DMMMSU-RETC-F013 (Application for Ethics Review of a New Protocol)		DMMMSU Research Office/DMMMSU Website ISO Portal-Forms		
DMMMSU-RETC-F008 (Informed Consent Checklist)		DMMMSU Research Office/DMMMSU Website ISO Portal-Forms		
DMMMSU-RETC-F039 (Informed Consent Form)		DMMMSU Research Office/DMMMSU Website ISO Portal-Forms		
DMMMSU-RETC-F040 (Guidelines on Writing the Informed Consent Form)		DMMMSU Research Office/DMMMSU Website ISO Portal-Forms		
DMMMSU-RETC-F033 (Logbook of Protocol Submissions)		DMMMSU Research Office/DMMMSU Website ISO Portal-Forms		
DMMMSU-RETC-F041 (Preliminary Review and Action Slip)		DMMMSU Research Office/DMMMSU Website ISO Portal-Forms		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Complete application documents to DMMMSU REC Office 1. Letter of Request for Review 2. Application Form (DMMMSU-RETC-F013)	1. Check completeness of the submitted documents	None	15 Minutes	REC Secretariat



<p>3. Full Proposal/Study Protocol 4. Technical Review Approval 5. Data Collection forms (Questionnaires, Observation tool, Interview Guide, etc.) 6. Curriculum Vitae of Researcher/s 7. Informed Consent Form/s (as applicable) 8. Assent Forms (as applicable) 9. Endorsement/Referral Letter (as applicable) 10. Permit for special groups (e.g. NCIP Clearance)</p>				
<p>2. Client submits e-copies of the same documents to DMMMSU REC email: rec@dmmmsu.edu.ph</p>	<p>2. Check completeness of the submitted documents. Assigns protocol code for complete submissions and adds the submission in the log of protocol submissions and protocol database.</p>	<p>None</p>	<p>15 Minutes</p>	<p>REC Secretariat</p>
<p>3. Receives acknowledgement of the initial/preliminary review.</p>	<p>3. Conduct Preliminary assessment to determine type of ethics review – Exempted,</p>	<p>None</p>	<p>2 days</p>	<p>REC Chair REC Secretariat</p>



	Expedited or Full Review). Prepare Certificate of Exemption if applicable.			
4. If <i>Exempted from Review</i> Receives Certificate of Exemption.	4. Issue Certificate of Exemption if Exempted	None	1-2 days	REC Secretariat
5. If <i>Expedited Review</i> , Receives Decision letter. (For review results requiring modifications)	5. For Expedited review, Protocol will be Evaluated by primary reviewers. Review results be forwarded to REC for consolidation by the secretariat and review of the REC Chair. Prepares Decision Letter and communicates to the researcher.	None	20 days**	REC Chair REC Primary Reviewers REC Secretariat
6. If <i>Full Review</i> , Receives Decision letter. (For review results requiring modifications)	6. For Full Review, Protocol will be evaluated by primary reviewers. Review results will be consolidated by the REC Secretariat and forwarded to ALL the REC members and included in the Agenda of the next REC Meeting. If Regular Quarterly REC meeting is not scheduled within a month, REC schedules a	None	35 Days**	REC Chair REC Members REC Secretariat



	<p>Special meeting and include the full reviews in the agenda. During the meeting, reviews from all the members are consolidated by the member secretary. Preparation of the decision letter or Ethical Clearance whichever is applicable and communicates to the researcher.</p>			
<p>7. For <i>approved</i> submissions, Pays ethics review fee to DMMMSU Cashier.</p> <p>*For Proposals funded by GAA, Ethical Clearance is Released upon approval.</p>	<p>7. Receives Official Receipt and releases ethical clearance.</p>	<p>For DMMMSU Students:</p> <ul style="list-style-type: none"> • Undergraduate Thesis – 300 Php • Master’s Thesis – 500 Php • Doctoral Dissertation - 1,000 Php <p>Proposals Funded by GAA – Free</p> <p>Non-DMMMSU Students:</p> <ul style="list-style-type: none"> • Undergraduate Thesis – 1,000 Php • Master’s Thesis – 1,500 Php 	<p>1 day</p>	<p>DMMMSU Cashier REC Secretariat</p>



		<ul style="list-style-type: none"> • Doctoral Dissertation - 2,000 Php Research from other Agencies: 2,000 Php 		
	TOTAL:	Depends on type of review specified above.	Exempted: 4 Days 30 Min Expedited: 23 Days 30 min Full Review: 38 Days 30 min**	

**Number of days compliant with DOH Department Order No. 2017-0265

2. RESUBMISSION OF PROTOCOLS

The Research Ethics Committee shall require a resubmission of a protocol that requires either minor or major modification not later than 20 working days after receipt of the Decision Letter. Minor Modifications shall undergo expedited review while major modifications shall undergo full review.

Office or Division	DMMMSU Research Ethics	
Classification	Simple Transaction	
Type of Transaction	Government to Citizens	
Who may avail	Student Researchers and Other Government Agencies	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	DMMMSU-RETC-F014 (Resubmission)	DMMMSU Research Office/DMMMSU Website ISO Portal-Forms
	DMMMSU-RETC-F039 (Informed Consent Form)	DMMMSU Research Office/DMMMSU Website ISO Portal-Forms
	DMMMSU-RETC-F033 (Logbook of Protocol Submissions)	DMMMSU Research Office/DMMMSU Website ISO Portal-Forms
	Revised Protocol	Client



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Complete resubmission documents to DMMMSU REC Office: 2. Resubmission Form 3. Revised Protocol a. Proposal b. Data Collection forms (Questionnaires, Observation tool, Interview Guide, etc.) c. Informed Consent Form/s d. Other documents as needed based on the Decision Letter received during the previous submission.	1. Check completeness of the submitted documents.	None	15 Minutes	REC Secretariat
2. Client submits e-copies of the same resubmission documents to DMMMSU REC email: rec@dmmmsu.edu.ph	2. Checks completeness of the submitted documents. Updates the log of protocol submissions and protocol database. Forwards resubmission to Chair for review.	None	15 Minutes	REC Secretariat
3. For resubmissions that required <i>minor modifications</i>	3. If resubmission required <i>minor modifications</i> , Chair	None	10 days**	REC Chair REC Primary Reviewers



<p>according to the last decision letter, Receives Decision.</p>	<p>reviews and provides decision. Issues decision letter if with modifications. If approved, REC secretariat provides instruction for payment.</p>			<p>REC Secretariat</p>
<p>4. If resubmission required <i>major modifications</i>, Receives acknowledgment and wait decision by the committee.</p>	<p>4. If resubmission required <i>major modifications</i>, resubmission will be reviewed by the Committee for decision. During the meeting, reviews from all the members are consolidated by the member secretary. Issues decision letter if with modifications. If approved, REC secretariat provides instruction for payment.</p>	<p>None</p>	<p>20 days**</p>	<p>REC Chair REC Members REC Secretariat</p>
<p>5. For <i>approved</i> resubmissions, Pays ethics review fee to DMMMSU Cashier.</p> <p>*For Proposals funded by GAA, Ethical Clearance is Released upon approval.</p>	<p>5. Receives Official Receipt and releases ethical clearance.</p>	<p>For DMMMSU Students:</p> <ul style="list-style-type: none"> • Undergraduate Thesis – 300 Php • Master’s Thesis – 500 Php • Doctoral Dissertation - 1,000 Php <p>Proposals Funded by GAA – Free</p>	<p>1 day</p>	<p>DMMMSU Cashier REC Secretariat</p>



		Non-DMMMSU Students: <ul style="list-style-type: none"> • Undergraduate Thesis – 1,000 Php • Master's Thesis – 1,500 Php • Doctoral Dissertation - 2,000 Php Research from other Agencies: 2,000 Php		
	TOTAL:	None	For Minor Modifications: 10 Days 30 min For Major Modifications: 20 Days 30 min *Additional 1 day processing if approved.	

**Number of days compliant with DOH Department Order No. 2017-0265



OFFICES UNDER THE VICE PRESIDENT FOR ADMINISTRATION AND QUALITY ASSURANCE



ADMINISTRATIVE SUPPORT SERVICES UNIT

INTERNAL SERVICES



1. FACILITATES THE ADMINISTRATION OF THE GRIEVANCE MACHINERY PARTICULARLY AT THE CAMPUS LEVEL AND OTHER OPERATING UNITS

This service is a collegial output of the Grievance Committee of which the Administrative Officer is a member. It intends to help settle grievances arising from supervisor-employee relations or any interpersonal disputes arising between or from among our DMMMSU constituents using conciliation and mediation strategies.

Office or Division:	Administrative Support Services Unit			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Any internal client			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Decision from the Higher Supervisor (if aggrieved party is not satisfied or if there is inaction from concerned authorities)			Higher Supervisor of concerned aggrieved party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Follow-up the Grievance process upon having the decision elevated to the Grievance Committee	1. Facilitates Grievance Committee's preparation to conduct an investigation and hearing.	None	1 day	Campus Grievance Committee aided by the Head, Administrative Services and Other Committee Members.
2. Attends to Grievance Committee's investigation or hearing, if needed.	2. Facilitates the administration of the investigation and hearing.	None	9 days	-do-
3. Awaits decision of the Grievance Committee	3. Finalizes/Renders a decision from the Grievance Committee.	None	4 days	-do-
4. Receives/Acknowledges Dispute Settlement Decision from the Grievance Committee	4. Records all pertinent documentations and acknowledgement of decision by concerned parties	None	1 day	-do-
TOTAL:		None	15 days	



2. RESOLVING CONFLICTS THAT FALLS UNDER NON-DISCIPLINARY ACTION BROUGHT TO THE PUBLIC ASSISTANCE & COMPLAINTS DESK OR ADMINISTRATIVE OFFICE

This Procedure is for resolving conflict/s and issues to benefit internal clients.

Office or Division:	Administrative Support Services Unit			
Classification:	Simple Transaction			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Any aggrieved party (internal) Representation of the aggrieved party.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter w/ Supporting Documents/Oral declaration of issue or complaint made at PACD/AO		The complaint letter/verbal complaint emanates from the client.		
Client Feedback Report form		PACD and/or Concerned unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files a grievance/complaint letter or verbally informs an issue or complaint	1.1 Receives and records the complaint letter or verbal complaint	None	5 minutes	AO Staff PACD and/or AO Staff
	1.2 Requests presence of the complainant and the person/s complained of (with witnesses, if any)	None	5 minutes	Head, Administrative Services
	1.3. Tackles the complaint or issue at hand by applying Conflict resolution method Conducts dialogue/informal meeting using Conciliation and/or mediation strategy whichever is applicable	None	1 hour	Head, Administrative Services



	1.4 Facilitates and documents if amicable settlement was agreed upon by both parties	None	10 minutes	Head, Administrative Services
	1.5 Affix signature/s to validate the forged agreement	None	5 minutes	Client/s (Internal/external) Head, Administrative Services and Witnesses, if any
2. Receives, Acknowledges and signs the Settlement Agreement	2. Files/Records and Issues the Amicable Settlement	-do-	3 minutes	AO Staff
	TOTAL:	-do-	1 Hour and 28 minutes	



ADMINISTRATIVE SUPPORT SERVICES UNIT

EXTERNAL SERVICES



1. RESOLVING CONFLICTS THAT FALLS UNDER NON-DISCIPLINARY ACTION BROUGHT TO THE PUBLIC ASSISTANCE & COMPLAINTS DESK OR ADMINISTRATIVE OFFICE

This Procedure is for resolving conflict/s and issues to benefit external clients.

Office or Division:	Administrative Support Services Unit			
Classification:	Simple Transaction			
Type of Transaction:	G2G- Government to Government, G2C - Government to Citizen			
Who may avail:	Any aggrieved party (external) Representation of the aggrieved party.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Letter w/ Supporting Documents/Oral declaration of issue or complaint made at PACD/AO		The complaint letter/verbal complaint emanates from the client.		
Client Feedback Report form		PACD and/or Concerned unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Files a grievance/complaint letter or verbally informs an issue or complaint	1.1 Receives and records the complaint letter or verbal complaint	None	5 minutes	AO Staff PACD and/or AO Staff
	1.2 Requests presence of the complainant and the person/s complained of (with witnesses, if any)	None	5 minutes	Head, Administrative Services
	1.3 Tackles the complaint or issue at hand by applying Conflict resolution method Conducts dialogue/informal meeting using Conciliation and/or mediation strategy whichever is applicable	None	1 hour	Head, Administrative Services
	1.4 Facilitates and documents if amicable settlement was agreed upon by both parties	None	10 minutes	Head, Administrative Services



	1.5 Affix signature/s to validate the forged agreement	None	5 minutes	Client/s (Internal/external) Head, Administrative Services and Witnesses, if any
2. Receives, Acknowledges and signs the Settlement Agreement	2. Files/Records and Issues the Amicable Settlement	-do-	3 minutes	AO Staff
	TOTAL:	-do-	1 Hour and 28 minutes	



2. ATTENDS TO QUERIES, ISSUES AND CONCERNS OF EXTERNAL CLIENTS UNDER THE PUBLIC ASSISTANCE AND COMPLAINTS DESK

This service intends to provide guidance, information and other relevant assisting mechanisms to external clients' queries and related needs.

Office or Division:	Administrative Support Services Unit			
Classification:	Simple Transaction			
Type of Transaction:	G2G- Government to Government, G2C - Government to Citizen			
Who may avail:	Any external client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Verbal queries and/or PACD information sheet/ PACD Logbook		Administrative Services thru Public Assistance and Complaints Desk		
Client Feedback Report form		PACD and/or Concerned unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires/ asks for assistance	1. Accommodate client's request	None	5 minutes	PACD staff
2. Acknowledges the information receive from PACD	2.1 Records the inquiry and the type of assistance provided to the client	None	2 minutes	PACD staff
	2.2 Act/respond immediately to the Client's need and/or to be referred to concerned authorities if needed.	None	10 minutes	PACD staff /Head, Administrative Services
TOTAL:		None	17 minutes	



LEGAL SERVICES UNIT

INTERNAL SERVICES



1. APPLICATION FOR A CERTIFICATE OF NO PENDING ADMINISTRATIVE CASE

This service allows the client to be issued a certificate of no pending administrative case to be used for the intended purpose.

Office or Division:	Legal Services Unit			
Classification:	Simple Transaction			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Any employee of DMMMSU			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Clearance Form			Operating Unit Records Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for a Certificate of No Pending Administrative Case.	1.1 Receives the request 1.2 Issues a Clearance Form	None	2 minutes	Operating Unit Records Officer
2. Fill in the necessary information and have the clearance signed by the officers concerned.	2.1 Check for any pending complaints.	None	1 hour	Supervisor, HRMO
	2.2 Sign the form.	None	3 minutes	Head of Operating Unit
	2.3 Indorse the request and the form to the Director for Legal Services	None	1 hour	Head of Operating Unit
	2.4 Receives and records the incoming document	None	1 minute	Admin Aide
	2.5 Release the request and refer to the Legal Assistants	None	1 minute	Admin Aide
	2.6 Review the form and drafts Certificate of No Pending Administrative Case	None	15 minutes	Legal Assistants
	2.7 Reviews the Certificate of No Pending Administrative Case (for comments and/or recommendations)	None	10 minutes	Director, Legal Services
	2.8 Incorporate the comments and/or recommendations, if any	None	5 minutes	Legal Assistants
	2.9 Issue the Certificate of No Pending Administrative Case	None	5 minutes	Director, Legal Services
	2.10 Release of the document	None	3 minutes	Admin Aide
TOTAL:		None	2 hours & 45 minutes	



2. FILING OF ADMINISTRATIVE COMPLAINTS

This articulates the steps to be undertaken in the event that an employee becomes the subject of an administrative complaint for any violation of the Civil Service Rules.

Office or Division:	Legal Services Unit			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizen			
Who may avail:	Any aggrieved party. Representative of the aggrieved party.			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Verified Complaint			Law Office	
Supporting Documents/Evidence			Various sources as long as admissible in evidence	
Certificate of Non- Forum Shopping (CNFS)			Law Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File the verified complaint, supporting documents/evidence, and Certificate of Non-Forum Shopping (CNFS).	1.1 Receives verified complaint, supporting documents, and Certificate of Non-Forum Shopping (CNFS).	None	5 minutes	Records Officer
	1.2 Marks the date of actual receipt of the Complaint.			
	1.3 Assures the client that the matter will be dealt with utmost confidentiality			
2. Receive the receiving copy of the complaint.	2.1 Issues the receiving copy to the client.	None	3 minutes	Records Officer
	2.2 Forwards the complaint to the Office of the President	None	3 minutes	Records Officer
	2.3 Indorsement to Director for Legal Services.	None	3 minutes	Records Officer
	2.4 Receives and records the incoming document	None	3 minutes	Admin Aide



	2.5 Release the documents and refer to the Legal Assistants	None	3 minutes	Admin Aide
	2.6 Determines if the complaint is sufficient in form and substance	None	1 hour	Legal Assistants
	2.7 Issues Recommendation	None	1 hour	Director, Legal Services
	2.8 Issues a Show Cause Order to the person complained of	None	1 hour	President
	2.9 Creates an Investigation Committee to conduct preliminary investigation.	None	1 hour	President
	2.10 Conducts preliminary investigation and submits Investigation Report to the Office of the President.	None	20 days	Investigation Committee
	2.11 Issues Formal Charge if prima facie case is established; otherwise, dismisses the case	None	1 day	President
	2.12 Requires Respondent to file answer to the Formal Charge	None	5 days	President
	2.13 Creates Hearing Committee	None	30 minutes	President
	2.14 Conducts investigation through a formal hearing or submission of position paper, at the election of the respondent	None	30 days	Investigation Committee
	2.15 Issues a Formal Investigation Report with recommendations	None	15 days	Investigation Committee
	2.16 Renders a Decision	None	30 days	President
	TOTAL:	None	101 days 4 hours 50 minutes	



3. LEGAL CONSULTATION AND REFERRAL

This pertains to general legal inquiries on official matters.

Office or Division:	Legal Services Unit			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Any employee of DMMMSU			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid DMMMSU Identification Card			DMMMSU	
Pertinent documents			Various sources	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID and communicate purpose, and present pertinent documents when applicable	1.1 Accommodates client	None	1 minute	Admin Aide / Legal Assistants
	1.2 Indorses client to the Director for Legal Services			
	1.3 Renders advice	None	15 minutes	Director, Legal Services
	1.4 Make indorsements, if applicable	None	5 minutes	Legal Assistants
	1.5 Review of indorsements, if applicable	None	5 minutes	Director, Legal Services
	1.6 Release the indorsement, if applicable	None	1 minute	Admin Aide
TOTAL:		None	27 minutes	



4. REVIEW OF MEMORANDA OF UNDERSTANDING, CONTRACTS, AND OTHER AGREEMENTS

This service encompasses agreements entered into by DMMMSU or by any person representing DMMMSU.

Office or Division:	Legal Services Unit			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizen			
Who may avail:	Any person representing DMMMSU Stakeholders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Copy of the agreement with attachments			Contracting Party/ Focal Persons initiating/ processing the contract.	
Comments and Recommendations of the Director for Legal Services			Director, Legal Services	
Revised copy of the agreement, consistent with the recommendations			Contracting Party/ Focal Persons initiating/ processing the contract	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the agreement to the Office of the President	1.1 Receives the agreement.	None	30 minutes	President
	1.2 Forwards the agreement to the Director for Legal Services for comments and recommendations.	None	3 minutes	Executive Assistant (OP)
	1.3 Receives and records the incoming document	None	3 minutes	Admin Aide
	1.4 Release the documents and refer to the Legal Assistants	None	3 minutes	Admin Aide
	1.5 Reviews the agreement and makes comments and/or recommendations	None	2 days	Legal Assistants
	1.6 Reviews the annotated Agreement (for comments and/or recommendations)	None	4 hours	Director, Legal Services
	1.7 Incorporate the comments and/or recommendations, if any	None	4 hours	Legal Assistants



	1.8 Submits the agreement and the comments and recommendations to the client	None	2 minutes	Admin Aide
2. Incorporate in the agreement the comments and recommendations of the Director for Legal Services and submit the revised agreement to the Director for Legal Services	2.1 Incorporate the comments and/or recommendations, if any	None	3 days	Client
	2.2 Review the revised agreement	None	4 hours	Legal Assistants
	2.3 Incorporate the comments and/or recommendations, if any	None	2 days	Client
	2.4 Submit the revised agreement together with the annotated version, comments and/or recommendations			
	2.5 Final Review the revised agreement	None	4 hours	Legal Assistants
	2.6 Countersigns and notes that the agreement is in order, unless the recommendations were not incorporated	None	1 hour	Director, Legal Services
	2.7 Release of the document/agreement	None	2 minutes	Admin Aide
	2.8 Forward the revised agreement to the President	None	2 minutes	Admin Aide
	2.9 Signs the agreement and submits the same for Board Approval or confirmation	None	3 minutes	President
	TOTAL:	None	7 days, 17 hours, 48 minutes	



5. RESPONSES TO NOTICES AND DECISIONS OF THE COMMISSION ON AUDIT

This pertains to the filing of Appeal Memorandum, Petition for Review, Motion for Reconsideration, and similar other responsive pleadings before the Commission on Audit by any Operating Unit or employee in relation to any transaction by the University.

Office or Division:	Legal Services Unit			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Any person representing DMMMSU Heads of Operating Units			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Copy of the Notice of Disallowance/Notice of Suspension/Decision issued by COA			Commission on Audit	
Evidence supporting the claims of the University			Legal bases (laws, university policies, CHED CMO, CSC Rules etc)	
Filing fee			The client will provide.	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the issuance of the COA to the Office of the President	1.1 Receives the issuance/notice	None	30 minutes	President
	1.2 Inputs recommendations			
	1.3 Forwards the issuance to the Director for Legal Services for appropriate action.	None	3 minutes	Executive Assistance (OP)
	1.4 Receives and records the incoming document	None	1 minute	Admin Aide
	1.5 Refer the documents to the Legal Assistants for review	None	1 minute	Admin Aide
	1.6 Reviews the issuance	None	1 day	Legal Assistants
	1.7 Contacts the Persons Liable	None	30 minutes	Legal Assistants/ Admin Aide
2. Respond to the inquiries and submit evidence as may be advised.	2.1 Receives evidence	None	15 minutes	Legal Assistants
	2.2 Drafts responsive pleading	None	3 days	Legal Assistants



	2.3 Forwards the drafted pleading to the Director for Legal Services for review	None	1 minute	Admin Aide
	2.4 Review of the pleading (for comments and recommendations)	None	1 day	Director, Legal Services
	2.5 Incorporation of the comments and recommendations of the Director for Legal Services	None	1 hour	Legal Assistants
	2.6 Final review of the pleading	None	4 hours	Director, Legal Services
	2.7 Incorporate the comments and/or recommendations, if any	None	30 minutes	Legal Assistants
	2.8 Sends the responsive pleading to the client, with instructions.	None	1 hour	Legal Assistants / Admin Aide
3. Follow the instructions of the Legal Officer and send back the signed pleading with the filing fee.	3.1 Checks the completeness of the signatures, verify, and make proper attachments.	None	3 days	Legal Assistants
	3.2 Serve copies and file the pleading before the COA	None	6 hours	Legal Assistants / Admin Aide
	3.3 Inform the Client/s	None	5 minutes	Admin Aide
	TOTAL:	None	8 days 13 hours 56 minutes	



LEGAL SERVICES UNIT

EXTERNAL SERVICES



1. REVIEW OF MEMORANDA OF UNDERSTANDING, CONTRACTS, AND OTHER AGREEMENTS

This service encompasses agreements entered into by DMMMSU or by any person representing DMMMSU.

Office or Division:	Legal Services Unit			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G – Government to Government, G2C – Government to Citizen			
Who may avail:	Any person representing DMMMSU Stakeholders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Copy of the agreement with attachments			Contracting Party/ Focal Persons initiating/ processing the contract.	
Comments and Recommendations of the Director for Legal Services			Director, Legal Services	
Revised copy of the agreement, consistent with the recommendations			Contracting Party/ Focal Persons initiating/ processing the contract	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the agreement to the Office of the President	1.1 Receives the agreement.	None	30 minutes	President
	1.2 Forwards the agreement to the Director for Legal Services for comments and recommendations.	None	3 minutes	Executive Assistant (OP)
	1.3 Receives and records the incoming document	None	3 minutes	Admin Aide
	1.4 Release the documents and refer to the Legal Assistants	None	3 minutes	Admin Aide
	1.5 Reviews the agreement and makes comments and/or recommendations	None	2 days	Legal Assistants
	1.6 Reviews the annotated Agreement (for comments and/or recommendations)	None	4 hours	Director, Legal Services
	1.7 Incorporate the comments and/or recommendations, if any	None	4 hours	Legal Assistants



	1.8 Submits the agreement and the comments and recommendations to the client	None	2 minutes	Admin Aide
2. Incorporate in the agreement the comments and recommendations of the Director for Legal Services and submit the revised agreement to the Director for Legal Services	2.1 Incorporate the comments and/or recommendations, if any	None	3 days	Client
	2.2 Review the revised agreement	None	4 hours	Legal Assistants
	2.3 Incorporate the comments and/or recommendations, if any	None	2 days	Client
	2.4 Submit the revised agreement together with the annotated version, comments and/or recommendations			
	2.5 Final Review the revised agreement	None	4 hours	Legal Assistants
	2.6 Countersigns and notes that the agreement is in order, unless the recommendations were not incorporated	None	1 hour	Director, Legal Services
	2.7 Release of the document/agreement	None	2 minutes	Admin Aide
	2.8 Forward the revised agreement to the President	None	2 minutes	Admin Aide
	2.9 Signs the agreement and submits the same for Board Approval or confirmation	None	3 minutes	President
	TOTAL:	None	7 days, 17 hours, 48 minutes	



HUMAN RESOURCE MANAGEMENT OFFICE

INTERNAL SERVICES



1. ASSISTANCE TO RETIRING / RESIGNING / TRANSFERRING EMPLOYEES

This service aims to provide assistance to retiring/resigning/transferring employees.

Office or Division:	Human Resource Management Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Faculty and Non-Teaching Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved Letter of Intent/Request (2 original copies)			The client will provide.	
Campus Clearance (4 original copies)			CSC Form	
University Clearance (4 original copies)			CSC Form	
Certificate of Leave Balance (1 original and one photo copy)			HRMO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit approved request of retirement/resignation/ transfer	1. Issue list of required documents to be accomplished (clearance)	None	1 minute	HRMO
2. Submit accomplished forms	2.1 Receive accomplished forms	None	1 minute	HRMO
	2.2 Forward required documents to the accounting office for processing of last salary		1 minute	
3. Submit request for Certificate of Leave Balance/Service Record / Certificate of Employment	3. Prepare/issue requested documents	None	10 minutes	HRMO
TOTAL:		None	13 minutes	



2. LEAVE ADMINISTRATION

This service provides awareness on the leave benefits of employees, records their accrued leaves and facilitates the application for leave of absences throughout their stay in the institution.

Office or Division:	Human Resource Management Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Faculty and Non-Teaching Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CSC Form 6: Application for Leave (2 original copies)			CSC Form	
For Sick Leave: Medical Certificate (1 original copy)			Attending Physician	
For 30 days or more: Clearance (copy)				
<ul style="list-style-type: none"> • Campus Clearance (4 original copies) 			CSC Form	
<ul style="list-style-type: none"> • University Clearance (4 original copies) 			CSC Form	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished CSC Form 6	1.1 Receive, evaluate completeness of required documents, post and forward CSC Form 6 to the Head of Operating Unit for appropriate action	None	3 minutes	HRMO Immediate Supervisor
	1.2 Approve/disapprove application for leave.			Head of Operating Unit
2. Receive a copy of the CSC Form 6	2. Furnish a copy of the CSC Form 6	None	3 minutes	HRMO
TOTAL:		None	6 minutes	



3. REQUEST FOR CERTIFICATIONS / SERVICE RECORD

This service allows the faculty or staff to request for HRM-related certifications such as Certificate of Employment, Certificate of Leave Balances, Certificate of Trainings Attended, and Service Record.

Office or Division:	Human Resource Management Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Faculty and Non-Teaching Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Duly Accomplished Request Letter (1 original copy)			The Client will submit the request letter.	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter	1.1 Receive and log request (Date, Name, purpose)	None	1 minute	HRM Staff
	1.2 Prepare Certificate / Service Record	None	3 minutes	HRM Staff
	1.3 Sign Certificate / Service Record		1 minute	Administrative Officer/HRMO/Head of Operating Unit
2. Receive a copy of the requested form	2. Issue signed Certificate /Service record	None	1 minute	HRM Staff
TOTAL:		None	6 minutes	



HUMAN RESOURCE MANAGEMENT OFFICE

EXTERNAL SERVICES



1. RECRUITMENT

This service allows qualified applicants to apply for the posted job vacancies/positions

Office or Division:	Human Resource Management Office	
Classification:	Highly Technical Transaction	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	All qualified applicant	
	CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
	Application letter with signature (5 original copies)	The applicant or client will provide.
	Resume (5 photo copies)	The applicant or client will provide.
	Official Transcript of Records for position requiring a bachelor's/ master's degree (5 photo copies)	School last attended.
	Diploma (5 photo copies)	School last attended.
	High school diploma for position which does not require a degree (5 photo copies)	School last attended.
	Certificate of eligibility such as Civil Service Professional, Civil Service Sub-Professional and RA 1080 (License) for position requiring appropriate eligibility and a license. (5 photo copies)	Civil Service Commission.
	Certificate of Trainings, Seminars attended and TESDA related certificate, if any. (5 photo copies)	Training Providers.
	Service Record if previously employed in a government and/ or Certificate of Service if services rendered are in a private entity (5 photo copies)	Previous Employer.
	Clearance from previous employer, if previously employed (5 photo copies)	Previous Employer.
	Other pertinent documents which may be required (5 photo copies)	
	<ul style="list-style-type: none"> • For Faculty Applicants applying in the Board Program and/or Non-Teaching applicants which require eligibilities like Accountant, Librarian, Nurse, etc. - Certificate of Rating - Identification Card 	PRC PRC



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application for vacant position.	1. Receive, record and conduct initial evaluation based on criteria (CSC Qualification Standard & University Policy on Recruitment)	None	15 calendar days <i>(for Plantilla positions, at least 10 calendar days, ORA-OHRA)</i> 5 working days <i>(for faculty positions whose nature of appointment is contractual)</i>	HRM Staff
2. Follow up status of application to the Campus/Operating Unit concerned.	2.1 Inform Applicant re: status of application thru Email, SMS and/or mail.	None	5 minutes	HRM Staff
	2.2 Evaluate documents based on criteria (CSC Qualification Standard & University Policy on Recruitment) and prepares comparative assessment	None	10 minutes	HRMO
	2.3 Inform Applicant of the schedule of Assessment (Interview/Written/ Practical Examination / Psychological Test/Demonstration Teaching) thru email and SMS and Bulletin Board	None	15 minutes	HRM Staff
3. Attend the Job Interview/Written/Practical Exam/Psychological Exam/Demonstration Teaching	3.1 Conduct the following: For Non-Teaching Applicants - Job Interview - Written/Practical - Psychological Examination For Faculty Applicants	None	2 hours and 30 minutes	Campus Human Resource Merit Promotion and Selection Board (CHRMPSB)



	- Job Interview - Demonstration Teaching - Psychological Examination			
	3.2 Final Deliberation	None	4 hours	CHRMPSB
	3.3 Transmit result of the selection process to the University Review Committee.	None	4 hours	HRM Staff
	3.4 Conduct review on the Selection Process conducted by the campus/ operating unit.	None	5 days	University Review Committee (URC)
	3.5 Transmit Reviewed Result Appointment/Selection	None	1 day	URC University President
	3.6. Submit appointment to BOR/CSC for confirmation/ approval.	None	1 day	University President HRMO
4. Follow up the status of application.	4.1 Post results for 15 days after the BOR confirmation / Approval of Appointment. 4.2 Inform applicant on the result of application.	None	5 minutes	HRMO
	TOTAL:	None	For Vacancies with Plantilla Appointment - 23 days, 3 hours, and 7 minutes (in accordance with ORA-OHRA) For Vacancies not requiring Plantilla Appointment - 13 days	



RECORDS OFFICE

INTERNAL SERVICES



1. AUTHENTICATION OF RECORDS/ DOCUMENTS

To ensure the authenticity and validity of all original copies of records/documents presented for authentication/certified photocopy.

Office or Division:	Records Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DMMMSU Officials, Faculty, and staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Authentic and valid records/documents and reproduced copies (plus one (1) set for Records Office file)			Clients	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present authentic and valid original copies of records / documents for authentication/ certified photocopy together with reproduced copies	1. Receive the records/ documents requested for authentication / certified photocopy	None	5 minutes	Records Office-Records Officer
2. Accomplishes the Authentication Request Form.	2.1 Stamp "Certified True Copy" the records / documents. 2.2 Logs the documents and retain the Records Office file.	None	3 minutes	Records Officer
3. Claim the authenticated / certified photocopied records/ documents together with the original copies.	3. Release the authenticated/certified photocopied records/ documents together with the original copies.	None	2 minutes	Records Officer
TOTAL:		None	10 minutes	



2. RELEASING OF EXTERNAL COMMUNICATIONS (F02)

The service allows a systematic procedure of releasing correspondence transmitted to other agencies, entities, associations or organizations as well as individuals that are not DMMMSU personnel.

Office or Division:	Records Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	DMMMSU Officials, Faculty, and staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Communication/Records/Documents duly acted upon by the DMMMSU President/Vice Presidents/Head of Operating Unit or Authorized Representative (1 original copy, 1 file copy)			Clients	
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit communication/ record/document including attachments, if any.	1. Receives communications for release.	None	6 minutes	Records Office- Records Officer
2. Receive the file copy.	2.1 Register the documents in the DMMMSU Records Management System. 2.2 Emails/delivers communications to recipients. First Copy-for recipient Second Copy-marked with "FILE COPY" for receiving 3 rd Copy-for the Records Office	None	6 minutes	Records Officer- Releasing Personnel
TOTAL:		None	12 minutes	



3. RECEIVING OF INTERNAL COMMUNICATIONS (F03)

The service allows a systematic procedure of receiving and controlling all communication/records/documents within the University, correctly identified and delivered to concerned authorities/offices within a prescribed period of time, taking into consideration the University's Policies and Procedures on Official Communications.

Office or Division:	Records Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DMMMSU Officials, Faculty, and staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Communication/Records/Documents duly acted upon by the DMMMSU President/Vice Presidents/Head of Operating Unit or Authorized Representative (1 original copy, 1 file copy)			Clients	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit communication/record/document including attachments, if any.	1. Receives and registers incoming document/s to the DMMMSU Records Management System.	None	3 minutes	Records Office- Receiving personnel
2. Receive the file copy.	2. Gives the original document/s to the Office of the President/Head of Operating Unit for action and referral.	None	3 minutes	Records Office- Receiving personnel
3. Receive the endorsement or action on the request.	3.1 Receives from the President/Head of Operating unit acted upon documents. 3.2 Emails/delivers documents to recipients. Original copies should be kept at the Records Office.	None	6 minutes	Records Office- Releasing personnel
TOTAL:		None	12 minutes	



4. RELEASING OF INTERNAL COMMUNICATIONS (F04)

The service allows a systematic procedure of releasing and controlling all communication within the University, correctly identified and delivered to concerned authorities/offices within a prescribed period of time, taking into consideration the university's policies and procedures on official communications.

Office or Division:	Records Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DMMMSU Officials, Faculty, and staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Communication duly acted upon by the DMMMSU President/Vice Presidents/Head of Operating Unit or Authorized Representative (1 original copy, 2 file copies)			Clients	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit communication including attachments, if any.	1. Receives communications for release.	None	6 minutes	Records Office-Releasing Personnel
2. Receive the file copy.	2.1 Registers the communication to the DMMMSU Records Management System. 2.2 Emails/delivers communication to recipients. a. First copy for recipient b. Second copy marked with "FILE COPY" for receiving. c. Third copy for the Records Office	None	6 minutes	Records Office-Releasing Personnel
TOTAL:		None	12 minutes	



RECORDS OFFICE EXTERNAL SERVICES



1. RECEIVING OF EXTERNALLY GENERATED DOCUMENTS

The service allows a systematic procedure of receiving all communication/records/documents from other government agencies, private entities and individuals, correctly identified, and delivered to concerned authorities/offices within a prescribed period of time, taking into consideration the University's Policies and Procedures on Official Communications.

Office or Division:	Records Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Agencies, Private entities, Students and other Individuals			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Communication/Records/Documents from other agencies, private entities, and individuals (1 original copy, 1 file copy)			Clients	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit communication/record/document including attachments, if any.	1. Receives and registers incoming document/s to the DMMMSU Records Management System.	None	3 minutes	Records Office- Receiving Personnel
2. Receive the file copy.	2. Gives the document/s to the Office of the President/Head of Operating Unit for action and referral.	None	3 minutes	Records Office- Receiving Personnel
3. Receive the endorsement or action on the request.	3.1 Receives from the President/Head of Operating unit acted upon documents. 3.2 Emails/delivers documents to recipients. Original copies should be kept at the Records Office.	None	6 minutes	Records Office- Releasing Personnel
TOTAL:		None	12 minutes	



SUPPLY AND PROPERTY MANAGEMENT OFFICE (SPMO)

INTERNAL SERVICES



1. PROCESSING OF REQUESTS FOR THE REQUISITION AND ISSUANCE OF SUPPLIES, MATERIALS, AND EQUIPMENT

The service allows the requisition and issuance of supplies, materials, and equipment to end user/s.

Office or Division:	Supply and Property Management Office (SPMO)			
Classification:	Highly Technical Transaction			
Type of Transaction:	Government to Government			
Who may avail:	Respective End-Users/Requisitioning Office			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Accomplished Requisition and Issue Slip (RIS)			Supply and Property Management Office (SPMO)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Requisition of Supplies, Materials and PPE: Submits accomplished Requisition Slip to the Office of the Supply and Property Management Office.	1.1 Receives Requisition Slip for Stock Availability inquiry	None	5 minutes	Receiving Staff Property Custodian and SPMO staff In-charge
	1.2 Checks availability of stocks	None	3 hours	SPMO Staff in-charge Property Custodian
	1.3 Certifies non-availability of stocks and returns to Requisitioning Officer the Requisition and Issue Slip for preparation of Purchase Request	None	3 hours and 10 minutes	Head Supply and Property Management Office
2. For Issuance of Supplies and Materials, and Equipment: Receives notice for available items/s	2. For Supplies and Materials PPE, and Semi-expendable PPE: Prepare and issue notice to end-user/s for the availability of item/s per fund cluster.	None	1 working day	Property Custodian and SPMO staff in-charge
3. Present duly accomplished Requisition and Issue Slip (RIS) for supplies, materials and equipment	3.1 Checks approves, and record the availability of items	None	2 hours	Receiving Staff/ Staff in-charge SPMO Office Supply and Property Management Office



	3.2 For Semi-expendable PPE and for Semi Expendable supplies and materials: Prepares and Signs Inventory Custodian Slip	None	1 working day	Property Custodian or SPMO Staff in-charge Supply and Property Management Office
	3.3 For PPE: Prepares and signs Property Acknowledgement Receipt (PAR)	None	2 working days	Property Custodian or SPMO Staff in-charge Supply and Property Management Office
	3.4 For Construction Materials: Validates items requested for construction/Fabrication/Repairs by administration	None	1 working day	Property Custodian or SPMO Staff in-charge Supply and Property Management Office
4. Receive the item(s)	4.1 For Supplies and Materials: Issue items to end-user/s	None	1 working day	SPMO Staff in-charge / Property Custodian
	4.2 For PPE and Semi-expendable PPE: issue item/s to end-users/s	None	2 working days	SPMO Staff in-charge / Property Custodian
	4.3 For Supplies, Materials, PPE and Semi-expendable supplies, Materials and PPE: Post issued items manually and electronically in the property/Stock card	None	1 working day	SPMO Staff in-charge / Property Custodian
	4.4 Prepares and submits a Report of Supplies and Materials issued and Reports of Semi-expendable Property issued to the accounting office (per fund cluster)	None	3 hours	SPMO Staff in-charge / Property Custodian
	Total in Supplies and Materials	NONE	3 working days, 8 hours & 10 minutes	
	Total in Semi-expendable: Supplies and	NONE	6 working days, 3	



	Materials, and PPE:		Hours & 10 minutes	
	Total in Supplies, and Materials (Construction):	NONE	4 working days, 8 hours & 10 minutes	
	Total in PPE:	NONE	6 working days, 5 hours & 10 minutes	

2. PROCESSING OF REQUEST FOR PHYSICAL INVENTORY OF PROPERTY ACCOUNTABILITIES

This service allows the client to request a special inventory of property accountabilities.

Office or Division:	Supply and Property Management Office (SPMO)			
Classification:	Complex Transaction			
Type of Transaction:	Government to Government			
Who may avail:	End-Users/Accountable Officer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Slip		Supply and Property Management Office (SPMO)		
Report of Lost, Stolen Damaged or Destroyed Property or Report of Lost, Stolen, Damaged or Destroyed Semi Expendable Property		Supply and Property Management Office (SPMO)		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Request for Inventory to the office of Supply and Property management	1.1 Receives, Records and Approves request for Inventory	None	10 minutes	Inventory Staff, Property Custodian and SPMO staff In-charge
	1.2 Prepares Checklist/ Summary list and set schedule for Inventory	None	10 minutes	Inventory Staff, Property Custodian and SPMO staff In-charge
2. Attends set schedule of Inventory	2. Conduct Inventory	None	4 working days	Inventory Staff, Property Custodian and SPMO staff in-charge
3. If there are missing property accountabilities: Prepares a lost,	3. Receives and check notarized Report of Lost, Stolen Damaged or	None	5 minutes	Property Custodian and SPMO staff in-charge



stolen, damaged or destroyed Property/Report of Lost, Stolen, Damaged or Destroyed Semi Expendable Property and submits a notarized copy to Supply and Property Management Office	Destroyed Property/ Report of Lost, Stolen, Damaged or Destroyed Semi Expendable Property			
4. Settles missing property accountabilities to the Cashier office and submits Official Receipts or Replacement of lost items as proof of settlement	4.1 For payment of the lost item(s), receives payment for the assessed amount of missing property accountabilities Note: If the item(s) is replaced, present the item(s) and submit the Official Receipt to the SPMU to verify that the purchased item is equivalent to the lost item(s).	Assessed amount of missing property accountabilities	10 minutes	Cashiering Staff Cashier Office Property Custodian and SPMO staff in charge
	4.2 Receives and Records proof of settlement	None	5 minutes	Property Custodian and SPMO Staff in-charge
	4.3 Drops property in the database/Inventory Record	None	5 minutes	Property Custodian and SPMO Staff in-charger
	TOTAL Without Missing Property Accountabilities	None	6 Working days and 20 minutes	
	TOTAL With Missing Accountabilities	Amount of assessed missing accountability/ies	6 Working days, 5 hours and 40 minutes	



3. PROCESSING OF REQUEST TO CONDEMN UNSERVICEABLE PROPERTY ACCOUNTABILITIES

This service allows the client to submit request to condemn unserviceable and/or no longer needed properties

Office or Division:	Supply and Property Management Office (SPMO)			
Classification:	Complex Transaction			
Type of Transaction:	Government to Government			
Who may avail:	End-Users/Accountable Officer			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Accomplished Request Slip (1 Original Copy)			Supply and Property Management Office (SPMO)	
Report of Returned Equipment for Condemnation or Report of Returned Semi Expendable Property for Condemnation			Supply and Property Management Office (SPMO)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Request to Condemn/Request Slip with attached fully accomplished Inspection Report to the office of Supply and Property Management Office	1.1 Receives, checks, and approves Requests to condemn unserviceable properties	None	10 minutes	Receiving Staff/ Staff in-charge SPMO
	1.2 Prepares and issues pull-out slip to the end-user	None	1 working day	Disposal Staff/ Staff in charge SPMO, Supply and Property Management Office
	1.3 Pull out item/s to condemn then transfer the item to the storage room for disposal	None	1 working day	Disposal Staff/ Staff in-charge SPMO, Supply and Property Management Office
	1.4 Prepares ITR/PTR to the Supply Officer and label the condemn properties using the number indicated on the ITR/PTR	None	1 working day	Disposal Staff/ Staff in-charge SPMO, Supply and Property Management Office
TOTAL:		None	3 working days and 10 minutes	



4. PROCESSING OF REQUEST TO RETURN TO STOCK SERVICEABLE PROPERTIES THAT ARE NO LONGER NEEDED BY THE END-USER

This service allows the client to return the properties that are still serviceable but no longer needed by the end-user to the Supply and Property Management Office

Office or Division:	Supply and Property Management Office (SPMO)			
Classification:	Complex Transaction			
Type of Transaction:	Government to Government			
Who may avail:	End-Users/Accountable Officer			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Accomplished Request Slip (1 Original Copy)			Supply and Property Management Office (SPMO)	
Report of Returned Equipment for Condemnation or Report of Returned Semi Expendable Property for Condemnation			Supply and Property Management Office (SPMO)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit accomplished Request Slip with attached Inspection Report to the office of Supply and Property Management Office	1.1 Receives, checks, and approves Request to Return properties	None	10 minutes	Receiving Staff/ Staff in-charge SPMO Property Custodian Head Supply and Property Management Office
	1.2 Pull out serviceable properties to be returned	None	2 working days	Inventory Staff/ Staff in-charge SPMO Supply and Property Management Office
	1.3 Prepares Inventory Transfer Report (ITR)/Property Transfer Report (PTR) to the Supply Officer and put label on the returned items using the number indicated on the ITR/PTR to new end user	None	1 working day	Disposal Staff/ Staff in-charge SPMO Supply and Property Management Office



	1.4 Issue a copy of ITR/PTR to the new end user	None	10 minutes	Property Custodian/ Staff in charge SPMO Head Supply and Property Management Office
	TOTAL:	None	3 working days and 20 minutes	



SUPPLY AND PROPERTY MANAGEMENT OFFICE (SPMO)

EXTERNAL SERVICES



1. RECEIPT OF DELIVERIES OF SUPPLIES, MATERIALS AND EQUIPMENT

The service authorizes the receiving, inspection, and acceptance of deliveries of supplies, materials, and equipment

Office or Division:	Supply and Property Management Office (SPMO)			
Classification:	Simple Transaction			
Type of Transaction:	Government to Business Entity/Entities			
Who may avail:	Suppliers/Contractors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
APPROVED PURCHASE ORDER/Job Order/Work Order			Bids and Awards Office/Supply and Property Management Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Purchase Order/Contracts for the delivery of items	1. Checks/verifies approved Purchase Order/Contracts and other supporting documents	None	5 minutes	SPMO staff In-charge
2. Delivery of items	2.1 Checks, counts, and receives delivery of item/items based on the specifications indicated in the Purchase Order/Contract. (w/ the presence of COA representatives)	None	*25 minutes	SPMO staff In-charge, Inspection Committee, End-user and Technical Working Group
	2.2 Prepares Inspection and Acceptance Report	None	10 minutes	SPMO Staff in-charge
3. Completion for the delivery of items	- Checks, inspects and accepts delivery. - Post delivered items in the Stock Card (for Supplies and semi-expendable equipment) / Property Card (for PPE)	None	45 minutes	SPMO staff In-charge, Inspection, Committee, and End-user
	- Validate attachments and prepare Disbursement Vouchers. Forward Disbursement Voucher to Accounting Office	None	10 minutes	SPMO staff In-charge
TOTAL:		None	1 hour, and 35 minutes	



2. DISPOSAL BY SALE OF UNSERVICEABLE PROPERTY (BELOW 50K)

The service shall take the disposal of supplies, material, and equipment of the University

Office or Division:	Supply and Property Management Office (SPMO)			
Classification:	Complex Transaction			
Type of Transaction:	Government to Business Entity/Entities			
Who may avail:	Suppliers/Contractors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Office Order Inventory & Inspection Report of Unserviceable Property (IIRUP) Waste Material Report (WMR) Recommendation Report of the Appraisal Committee			Heads of the Department Supply and Property Management Office (SPMO) Supply and Property Management Office (SPMO) Disposal Committee	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquiry Sale of Unserviceable Property	1.1 Distribution of Request for Quotation	None	1 day	SPMO staff In-charge
	1.2 Retrieval of Request for Quotation (RFQ)	None	5 days	SPMO staff In-charge
	1.3 Preparation of Abstract of Quotation	None	10 minutes	SPMO Staff in-charge
	1.4 Issue Notice of Award to the winning bidder who shall pay the full amount indicated in the award at the Cashier's Office	None	10 minutes	SPMO staff In-charge
2. Payment for the Sale of Unserviceable Property	2. Payment of the full amount indicated in the Notice of Award at the Cashier's Office. Upon Full payment of sold unserviceable properties/equipment, the winning bidder will present the Receipt to the Supply Office during office hours	None	10 minutes	SPMO staff In-charge
3. Hauling of Sold Unserviceable Property	3.1 Claims shall be done within the period fixed by the Disposal Committee but not more than thirty days after awarding.	None	1 day	SPMO staff In-charge



	<p>3.2 The Supply Office shall prepare and issue authority and gate pass containing the following:</p> <ul style="list-style-type: none"> • Name of Bidder • Marks and Numbers of the Property • Quantity Description • OR number, date and amount • Signature of the Supply/Property Office 	None	30 minutes	SPMO staff In-charge
	TOTAL:	None	7 working days, and 1 hour	



UNIVERSITY BIDS AND AWARDS OFFICE

INTERNAL SERVICES



1. PROCESSING OF PURCHASE REQUEST/JOB ORDER

This service provides information for Offices/Units on the processing of Purchase Request / Job Order.

Office or Division:	Office of the Bids and Awards Committee/Procurement Office			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	End Users			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Bidding Documents.			Procurement/BAC Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Approved PPMP, Purchase Request, Certificate of Availability of Funds, Technical Specifications and Scheduled of Requirements (for Goods), Approved Program of Works, Drawings, Bill of Quantities (for Civil Works), and Terms of Reference (for Consulting Services), to the BAC Secretariat Office/Procurement Office.	1.1 Receive the procurement documents.	None	10 minutes	BAC Secretariat Office/Procurement Office
	1.2 Evaluate the completeness of procurement documents and if the projects is included in the APP.			
	1.3 Assign PR Number/Project Reference Number.			
	1.4 Prepares notice of pre-procurement conference schedule.	None	5 minutes	BAC Secretariat Office/Procurement Office
	1.5 Conducts pre-procurement conference.	None	1 day	BAC Secretariat Office/Procurement Office, BAC, TWG, End-Users
	1.6 Prepares Bidding Documents.	None	1 day	BAC Secretariat Office/Procurement Office
	1.7 Prepares notice of Invitation to Apply for Eligibility and to Bid schedule.	None	5 minutes	BAC Secretariat Office/Procurement Office
	1.8 Advertise/Post IAEB to PhilGEPS,	None	5 minutes	BAC Secretariat



	Website, social media Page and Conspicuous place.			Office/Procurement Office
	- Send invitation to Observers.			
	1.9 Conducts Pre-bid Conference	None	3 hours	BAC Secretariat Office/Procurement Office, BAC, TWG, End-Users, Interested Bidders
	1.10 Conducts Opening of Bids	None	3 hours	BAC Secretariat Office/Procurement Office, BAC, TWG, End-Users, Interested Bidders
	1.11 Conducts Detailed Evaluation of Bids and Prepares Bid Evaluation Report	None	3 hours	BAC Secretariat Office/Procurement Office, BAC, TWG, End-Users
	1.12 Conducts Post-qualification Conference Prepares Post-Qualification Report	None	1 day	BAC Secretariat Office/Procurement Office, BAC, TWG, End-Users
	1.13 Prepares Resolution for Lowest Calculated and Responsive Bid and Recommending Approval.	None	10 Minutes	BAC Secretariat Office/Procurement Office
	1.14 Prepares Notice of Award to the Winning Bidder.	None	10 Minutes	BAC Secretariat Office/Procurement Office
	1.15 Prepares Contract of Agreement/Purchase Order.	None	10 Minutes	BAC Secretariat Office/Procurement Office
	1.16 Forward the Procurement Documents to the Budget Office for Budget	None	10 Minutes	BAC Secretariat



	Utilization Request and Status/Obligation Request and Status.			Office/Procurement Office Budget Office
	1.17 Forward the Procurement Documents to the Accounting Office for Signing.	None	10 Minutes	Budget Office Accounting Office
	1.18 Forward the Procurement Documents to the Office of the President for Approval.	None	10 Minutes	Accounting Office Office of the President
	1.19 Issues the Approved Notice of Award and Contract to the Supplier/Contractor for Signing.	None	2 hours	BAC Secretariat Office/Procurement Office
	1.20 Prepares Notice to Proceed.	None	10 Minutes	BAC Secretariat Office/Procurement Office, BAC, Office of the President
	1.21 Issues the Approved Notice to Proceed to the Supplier/Contractor for Signing.	None	2 hours	BAC Secretariat Office/Procurement Office
	1.22 Post the Awarded Project to PhilGEPS, Website, social media Page and Conspicuous place.	None	10 Minutes	BAC Secretariat Office/Procurement Office
	1.23 Forwards complete Procurement Documents to Supply and Property Management Office or to Planning Office for Documentary Attachment.	None	10 Minutes	BAC Secretariat Office/Procurement Office, Supply and Property Management Office or to Planning Office.
	1.24 Forwards complete Procurement Documents to Inspection Committee.	None	10 Minutes	Supply and Property Management Office or to Planning Office, Inspection



	1.25 Prepares Inspection and Acceptance Report or Report of Completion.	None	1 day	Inspection Committee, End Users, TWG
	1.26 Forwards complete Procurement Documents to Accounting Office for Payment.	None	2 hours	BAC Secretariat Office/Procurement Office, Accounting Office
	1.27 Forwards complete Procurement Documents to Cashier's Office for LDDAP-ADA/AFT/Check Payment.	None	10 Minutes	Accounting Office, Cashier's Office
	1.28 Issue the Payment to the Bidder or Informs the Bidder about the Payment.	None	10 Minutes	Cashier's Office, BAC Secretariat Office/Procurement Office
	TOTAL Minimum Time:	None	36 day/s 14 hours 15 minutes	
	TOTAL Miximum Time:	None	136 day/s 14 hour/s 15 minutes	
Note: Earliest possible time set by the Updated 2016 Revised Implementing Rules and Regulations of RA 9184.				



UNIVERSITY BIDS AND AWARDS OFFICE

EXTERNAL SERVICES



1. PROCESS OF ACQUIRING AND SUBMISSION BIDDING DOCUMENTS

This service provides Contractors/Suppliers on the process on how to acquire Bidding Documents.

Office or Division:	Procurement/Office of the Bids and Awards Committee			
Classification:	Simple Transaction			
Type of Transaction:	G2B - Government to Business Entity/ies			
Who may avail:	Interested Bidders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Order of Payment (2 Copies)			Procurement/BAC Office	
Official Receipt or any proof of payment (1 Copy)			Cashier's Office/Bank	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit List of Project/s for the Order of Payment. <i>Note: If paid via bank/online banking proceed to step No. 3.</i>	1. Issue the order of payment to the interested bidder.	None	3 minutes	BAC Secretariat Office/Procurement Office
2. Pay bidding documents fee to the Cashier's Office.	2. Receives payment and issues official receipt.	It depends on the Approved Budget for the Contract (ABC)	3 Minutes	Interested Bidder Cashier's Office
Standard Rates for the Bidding Documents				
Approved Budget for the Contract (ABC)			Maximum Cost of Bidding Documents	
500,000.00 and below			500.00	
More than 500,000.00 up to 1 Million			1,000.00	
More than 1 Million up to 5 Million			5,000.00	
More than 5 Million up to 10 Million			10,000.00	
More than 10 Million up to 50 Million			25,000.00	



More than 50 Million up to 500 Million		50,000.00		
More than 500 Million		75,000.00		
3. Present proof of payment to the BAC Secretariat	3.1 Issues the bidding documents and all documentary attachments. 3.2 Photocopy the proof of payment for filing purposes.	None	5 minutes	BAC Secretariat Office/Procurement Office
4. Check the completeness of documents and receive the bidding documents.	4. File the copy of proof of payment and order of payment issued to the interested bidder.	None	3 minutes	BAC Secretariat Office/Procurement Office
TOTAL:		It depends on the Approved Budget for the Contract (ABC)	14 minutes	



QUALITY ASSURANCE OFFICE

INTERNAL SERVICES



1. REQUEST FOR QUALITY ASSURANCE-RELATED DOCUMENTS

This service allows DMMMSU clients to request for Quality Assurance-related document/s (e.g., Copy of Client Evaluation Report, Internal Quality Audit Report, Nonconformity Report, and Opportunity for Improvement Report)

Office or Division:	Quality Assurance			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DMMMSU Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request for Quality Assurance-Related Documents Form			Quality Assurance Office DMMMSU ISO Portal	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a copy of Request for Quality Assurance-Related Documents form, fill-out, and submit to QA staff.	1.1. Review the completeness and propriety of the accomplished request form.	None	1 hour	QA Director/QA Head/QA Staff
	1.2. Act on the request, i.e., approve or disapprove the same.	None	15 minutes	QA Director/QA Head/QA Staff
	1.3. Prepare/Process the requested document/s.	None	2 days and 30 minutes	QA Director/QA Head/QA Staff
2. Receive the requested documents.	2.1. Release/Issue the requested document/s.	None	10 minutes	QA Director/QA Head/QA Staff
	2.2. Record the details of the request and the requesting party/client in the logbook, (e.g. name of client, requested document, date and time accomplished, etc.)	None	5 minutes	QA Staff
TOTAL:		None	2 days 2 hours	



AUXILIARY SERVICES

INTERNAL SERVICES



1. REQUEST FOR AUXILIARY SERVICES

This will facilitate the conduct of services to be offered.

Office or Division:	Auxiliary Services Office			
Classification:	Complex Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	End-Users/Requisitioning Office			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Form Inspection Report Form Job Completion Report Form			The Client will provide The Client will provide/Auxiliary Office The Client will provide/Auxiliary Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-out Request form and submit to the Chancellor's office for approval	1.1 Review Request Form	None	5 minutes	Head of Auxiliary
	1.2 Identify the services needed	None	1 minute	Head of Auxiliary
2. Submit approved request form to the Auxiliary Office.	2.1 Assign Auxiliary personnel to inspect what is in the request form	None	1 minute	Head of Auxiliary Auxiliary Personnel
	2.2 Determine the extent of services needed	None	35 minutes	Auxiliary Personnel
	2.3 List down supplies and materials needed in the conduct of job requested	None	15 minutes	Auxiliary Personnel
3. Prepares purchase request	3.1 If materials are already acquired, repair will be conducted immediately	None	2 hours	End-user
	3.2 In case of unrepairable internally, outsource repair should be conducted	None	2 hours	Outsource



	3.3 If materials and supplies listed are not available. Rescheduled job to be performed.	None	7 days	Head of Auxiliary
4. Fill-out the completion form	4. Certify the completion of the job requested.	None	1 minute	End-user
	TOTAL:	None	7 days, 4 hours, and 58 minutes	

2. REQUEST FOR THE MOTORPOOL SERVICES

To control and conveys the needs in transportation for all official services business and travel of clientele.

Office or Division:	Auxiliary Services Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	End-Users/Requisitioning Office			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request Request Form		The client will provide Client will provide		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of Request for vehicle/equipment	1. Review Request Letter	None	5 minutes	Head of Operating Unit
2. Fill-out request form	2.1 Determine the purpose, place, date, time of departure and name of passengers/s 2.2 Coordinate to motorpool for prepare trip ticket and withdrawal slip for the details of the trip. 2.3 In case of Disapproved request notify the requesting party.	None	5 minutes	Head of Auxiliary
	TOTAL:	None	10 minutes	



AUXILIARY SERVICES

EXTERNAL SERVICES



1. REQUEST FOR AUXILIARY SERVICES

This service will cover the maintenance of academic building, facilities, ground maintenance and beautification, electricity, water systems and transportation.

Office or Division:	Auxiliary Services Office			
Classification:	Complex Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Form Inspection Report Form Job Completion Report Form			The Client will provide The Client will provide/Auxiliary Office The Client will provide/Auxiliary Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-out Request form and submit to the Chancellor's office for approval	1.1 Review Request Form	None	5 minutes	Head of Auxiliary
	1.2 Identify the services needed	None	1 minute	Head of Auxiliary
2. Submit approved request form to the Auxiliary Office.	2.1 Assign Auxiliary personnel to inspect what is in the request form	None	1 minute	Head of Auxiliary Auxiliary Personnel
	2.2 Determine the extent of services needed	None	35 minutes	Auxiliary Personnel
	2.3 List down supplies and materials needed in the conduct of job requested	None	15 minutes	Auxiliary Personnel
3. Prepares purchase request	3.1 If materials are already acquired, repair will be conducted immediately	None	45 minutes	End-user
	3.2 In case of unrepairable internally, outsource repair should be conducted	None	5 minutes	Outsource



	3.3 If materials and supplies listed are not available. Rescheduled job to be performed.	None	7 days	Head of Auxiliary
4. Fill-out the completion form	4. Certify the completion of the job requested.	None	1 minute	End-user
TOTAL:		None	7 days, 1 hour and 48 minutes	

2. REQUEST FOR THE MOTORPOOL SERVICES

To control and conveys the needs in transportation for all students and other stakeholders.

Office or Division:	Auxiliary Services Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Request Request Form		The client will provide Client will provide		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits letter of Request for vehicle/equipment	1. Review Request Letter	None	5 minutes	Head of Operating Unit
2. Fill-out request form	2.1 Determine the purpose, place, date, time of departure and name of passengers/s 2.2 Coordinate to motorpool for prepare trip ticket and withdrawal slip for the details of the trip. 2.3 In case of Disapproved request notify the requesting party.	None	5 minutes	Head of Auxiliary
TOTAL:		None	10 minutes	



BUDGET OFFICE

INTERNAL SERVICES



1. PROCESSING OF VOUCHERS

The service processes the payroll and vouchers of the University employees, both teaching and non-teaching personnel, contractual employees, job orders and other persons involved in a particular activity.

Office or Division:	Budget Office			
Classification:	Simple (Multi-Stages)			
Type of Transaction:	G2G – Government to Government			
Who may avail:	University employees, both teaching and non-teaching personnel, contractual employees, job orders and other persons involved in a particular activity.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Disbursement Voucher		Accounting Office		
Three (3) Copies of Payroll		Accounting Office		
Accomplished Obligation Request and Status (ORS)		Budget Office		
Supporting documents, (Request letter, travel order, invitation, tickets Itinerary of travel, etc and other applicable documents)		The client will provide.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request form with its corresponding supporting documents to the staff	1.1 Receive and verify the request form with the corresponding documents	None	5 minutes	Staff Budget Office
	1.2 Validate the documents, record and affix control number on the reference form	None	10 minutes	Staff Budget Office
	1.3 Review, obligate, certify and sign the document	None	2 working days	Budget Officer
	1.4 Release/route the document to next approving authority	None	5 minutes	Staff Budget Office
TOTAL:		None	2 days 20 minutes	



CASHIER OFFICE

INTERNAL SERVICES



1. CASH DISBURSEMENT FOR PAYROLL THROUGH PERSONAL CLAIM

This service aims to process payment transactions through personal claim

Office or Division:	Cashier's Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DMMMSU EMPLOYEES			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Identification card, authorization letter of representative, ID of representative and other documents necessary for the justification of claims			Concerned Offices/Employees/Officials	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform cashier/disbursing office the nature of claim with documents and present ID if necessary	1. Verify documents presented for the claim	None	3 minutes	Cashier/ Disbursing officer
2. Sign payroll to acknowledge the receipt of cash payment	2. Release payment of claim	None	5 minutes	Cashier/ Disbursing officer
TOTAL:		None	8 minutes	



2. CASH DISBURSEMENT FOR PAYROLL THROUGH CASH DEPOSIT

This service aims to process payment transactions through CASH deposit to the account of the claimant

Office or Division:	Cashier's Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DMMMSU EMPLOYEES			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Bank account number of the claimant information for the mode of deposit other documents necessary for the justification of claims			Concerned Offices/Employees/Officials	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the mode of claim and submit bank details /information for the deposit to be made to the bank account of the claimant	1.1 Verify documents presented for the claim	None	5 minutes	Cashier/ Disbursing officer
	1.2 Deposit Cash to the account of the claimant	None	2 hours	Cashier/ Disbursing officer
	TOTAL:	None	2 hours and 5 minutes	



3. CASH DISBURSEMENT (PETTY CASH)

This service aims to process payment transactions through petty CASH

Office or Division:	Cashier's Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DMMMSU EMPLOYEES			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Petty Cash Voucher, ID, Receipts and other documents for the justification of the expenses made (Reimbursement of Expenses, etc.)			Concerned Offices/Employees/Officials	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive documents from the claimant	1.1 Verify documents presented for the claim	None	3 minutes	Petty Cash Custodian/Cashier
	1.2 Issue Pre Numbered Petty Cash Voucher for the claimant to fill out and for the approval of his/her immediate supervisor	None	3 minutes	Petty Cash Custodian/Cashier
	1.3 Receive Approved Petty Cash Voucher for the reimbursement/Cash Advance and sign	None	5 minutes	Petty Cash Custodian/Cashier
	1.4 Pay the reimbursement/cash advance	None	4 minutes	Petty Cash Custodian/Cashier
	1.5 Log transaction	None	5 minutes	Petty Cash Custodian/Cashier
TOTAL:		None	20 minutes	



CASHIER OFFICE

EXTERNAL SERVICES



1. COLLECTION OF/PAYMENTS OR FEES

This service helps clients for their payments to a specific transaction.

Office or Division:	Cashier's Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	Other Agencies, Private Entity/ies, Students and Other Stakeholders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Statement of Account/Billing Statement (1 original copy)			Business Affairs Office	
Order of Payment/ Liquidation Report for Refunds, and Other Fees (e.g. Refund for Travel expenses, etc.)			Concerned Office or Personnel	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present/submit the requirements needed for the transaction	1.1 Receive Form/ Documentary Requirements and log transaction	depending on the transaction or as stated in the billing	5 minutes	Cashier Staff
	1.2 Issue official receipt to acknowledge payment	depending on the transaction or as stated in the billing	5 minutes	Cashier/Collecting Officer
	TOTAL:	depending on the transaction or as stated in the billing	10 minutes	



2. PAYMENT OF DISBURSEMENTS AND CLAIMS OF PAYMENT THROUGH LIST OF DUE AND DEMANDABLE ACCOUNTS PAYABLE-ADVICE TO DEBIT ACCOUNTS/ AUTHORITY TO FUND TRANSFER (LDDAP-ADA/AFT) SUBMITTED TO THE BANK

This service aims to process payments that are directly credited to the account of the payee (through List of Due and Demandable Accounts Payable-Advice to Debit Accounts or Authority for Fund Transfer)

Office or Division:	Cashier's Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	Other Agencies, Private Entity/ies, Students and Other Stakeholders Suppliers/ Other Claimants			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Disbursement Voucher (Reimbursement of Expenses, Salaries, Travel Expenses, etc.) with supporting documents			Concerned Offices/Employees/Officials	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive processed documents from the Office of the President	1.1 Receive approved Disbursement Voucher with supporting documents from the Office of the President/Chancellor	None	5 minutes	Cashier Staff
	1.2 Prepare LDDAP-ADA/AFT/ACIC/ Payroll Registry (burn to CD) for the approved Disbursement	None	30 minutes	Cashier Staff/ Cashier
	1.3 Review, verify and sign the processed documents.	None	5 minutes	Cashier
	1.4 Forward the LDDAP- ADA/AFT/ACIC/Payroll Registry to the office of the Accountant for signature	None	1 hour	Cashier Staff/ Receiving Staff
	1.5 Receive signed LDDAP- ADA/AFT/ACIC/Payroll Registry from the office of the Accountant	None	3 minutes	Cashier Staff/ Receiving Staff
	1.6 Forward the LDDAP-	None	1 hour	Cashier Staff/ Receiving



	ADA/AFT/ACIC/Payroll Registry to the office of the President/Chancellor/ Director for signature			Staff
	1.7 Receive signed LDDAP- ADA/AFT/ACIC/Payroll Registry from the office of the Accountant	None	3 minutes	Cashier Staff/ Receiving Staff
	1.8 Submit the LDDAP-ADA/AFT/ACIC/ Payroll registry and CD to the bank for crediting to the account of the payee.	None	1 day	Cashier
	TOTAL:	None	1 day, 2 hours and 46 minutes	

3. PAYMENT OF DISBURSEMENT AND CLAIMS OF CHECK PAYMENTS WITH ONLINE ACIC (FOR MDS CHECK)

This service aims to process the payment of transactions through check with ONLINE ACIC

Office or Division:	Cashier's Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	Other Agencies, Private Entity/ies, Students and Other Stakeholders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Disbursement Voucher (Reimbursement of Expenses, Salaries, Travel Expenses, etc.) with supporting documents			Concerned Offices/Employees/Officials	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive processed documents from the Office of the President	1.1 Receive approved Disbursement Voucher with supporting documents from the Office of the President/ Chancellor/ Director	None	5 minutes	Cashier Staff
	1.2 Prepare check for the payment of the approved disbursement	None	30 minutes	Cashier Staff/ Cashier



	1.3 Review, verify and sign the processed documents.	None	5 minutes	Cashier
	1.4 Forward the check with Disbursement Voucher to the Office of the President/Chancellor/Director for signature	None	1 hour	Cashier Staff/ Receiving Staff
	1.5 Receive signed check with Disbursement Voucher from the Office the President/Chancellor/ Director	None	5 minutes	Cashier Staff/Receiving Staff
	1.6 Process online ACIC and forward to the office of the President/Chancellor/ Director for approval	None	15 minutes	Cashier/ Cashier Staff
	1.7 Receive online approval of payment from the office of the President/ Chancellor/Director and proceed for the online of ACIC and wait for the confirmation of the transaction	None	15 minutes	Cashier/ Cashier Staff
2. Inform cashier/disbursing officer the nature of claim and present documents and ID (if necessary)	2. Release check to the claimant for the payment of the transaction	None	5 minutes	Cashier Cashier Staff
	TOTAL: MDS CHECK	None	2 hours, 20minutes	
	TOTAL: REGULAR CHECK (w/o online processing of ACIC)	None	2 hours and 25 minutes	



4. PAYMENT OF DISBURSEMENT AND CLAIMS OF PAYMENTS THROUGH MDS CHECK (MANUAL ACIC SUBMITTED TO THE BANK)

This service aims to process payment transactions through CHECK (manual ACIC)

Office or Division:	Cashier's Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	Other Agencies, Private Entity/ies, Students and Other Stakeholders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Disbursement Voucher (Reimbursement of Expenses, Salaries, Travel Expenses, etc.) with supporting documents			Concerned Offices/Employees/Officials	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive processed documents from the Office of the President	1.1 Receive approved Disbursement Voucher with supporting documents from the Office of the President/Chancellor/Director	None	5 minutes	Cashier Staff
	1.2 Prepare MDS check and ACIC (burn to CD) for the payment of the approved disbursement	None	30 minutes	Cashier Staff/ Cashier
	1.3 Review, verify and sign the processed documents.	None	5 minutes	Cashier
	1.4 Forward the MDS check with disbursement voucher and ACIC to the office of the President/Chancellor/Director for signature	None	1 hour	Cashier Staff/ Receiving Staff
	1.5 Receive signed MDS check and ACIC with Disbursement Vouchers from the office of the President/Chancellor/Director	None	3 minutes	Cashier Staff/ Receiving Staff
	1.6 Submit the ACIC and CD to the bank for debiting	None	1 day	Cashier



2. Inform cashier/disbursing office the nature of claim with documents and present ID if necessary	2. Release MDS Check to Claimant for the payment of transaction	None	5 minutes	Cashier Staff/ Cashier
TOTAL:		None	1 day, 1 hour, and 48 minutes	

5. COLLECTION OF FEES FROM OTHER PAYORS

This service helps clients for their payment with regards to a specific transaction.

Office or Division:	Cashier's Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	Other Agencies, Private Entity/ies, Students and Other Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Account/Billing Statement (1 original copy)		Business Affairs Office		
Request Form for School Credential/s (e.g. OTR, Certificate of Good Moral Character, Certificate of Grades, etc.)		Registrar's Office		
Order of Payment for Fines, Penalties and Other Fees (e.g. Library Fine, etc.)		Concerned Office		
Paper for Assessment of Bid Document		Procurement/ BAC Office		
Training/Registration Form		Extension Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements needed for the particular transaction	1.1 Receive Form/Documentary Requirements and Records in the Logbook	depending on the transaction or as stated in the billing	5 minutes	Cashier Staff



	1.2 Issue official receipt to acknowledge the payment		5 minutes	Cashier/Collecting Officer
	TOTAL:	depending on the transaction or as stated in the billing	10 minutes	

6. PAYMENT OF DISBURSEMENT AND CLAIM OF PAYMENTS THROUGH ONLINE LIST OF DUE AND DEMANDABLE ACCOUNTS PAYABLE-ADVICE TO DEBIT ACCOUNTS (LDDAP-ADA) (EMDS)

This service aims to process payments that are directly credited to the account of the payee

Office or Division:	Cashier's Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	Other Agencies, Private Entity/ies, Students and Other Stakeholders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Disbursement Voucher (Purchases, Infrastructure, Reimbursements, DTE, Payroll, etc.) with supporting documents			Concerned Offices/Employees/Officials	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive processed documents from the Office of the President	1.1 Receive approved Disbursement Voucher with supporting documents from the Office of the President/Chancellor/Director	None	5 minutes	Cashier Staff



	1.2 Process online (EMDS) LDDAP-ADA for the approved disbursement	None	30 minutes	Cashier Staff/ Cashier
	1.3 Review, verify and sign the processed documents.	None	5 minutes	Cashier
	1.4 Forward the LDDAP-ADA to the office of the President/Chancellor/ Director for approval	None	1 hour	Cashier Staff/ Receiving Staff
	1.5 Process online ACIC of the approved online LDDP-ADA (EMDS) for crediting to the account of the payee.	None	15 minutes	Cashier
	TOTAL:	None	1 hour and 55 minutes	

7. PAYMENT OF DISBURSEMENT AND CLAIM OF PAYMENTS WITH ONLINE ACIC (FOR MDS CHECK)

This service aims to process the payment of transactions through check with ONLINE ACIC

Office or Division:	Cashier's Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	Other Agencies, Private Entity/ies, Students and Other Stakeholders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Disbursement Voucher (Purchases, Infrastructure, Reimbursements, DTE, Payroll, etc.) with supporting documents			Concerned Offices/Employees/Officials	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive processed documents from the Office of the President	1.1 Receive approved Disbursement Voucher with supporting documents from the Office of the President/ Chancellor/	None	5 minutes	Cashier Staff



	Director			
	1.2 Prepare check for the payment of the approved disbursement	None	30 minutes	Cashier/Disbursing Officer/ Cashier Staff
	1.3 Review, verify and sign the processed documents.	None	5 minutes	Cashier
	1.4 Forward the check to the Office of the President/ Chancellor/Director for signature	None	1 hour	Cashier Staff/ Receiving Staff
	1.5 Receive signed check with disbursement voucher from the Office the President/Chancellor/Director	None	5 minutes	Cashier Staff/ Receiving Staff
	1.6 Process online ACIC and forward to the Office of the President/Chancellor/Director For approval	None	15 minutes	Cashier/Cashier Staff
	1.7 Receive online approval of payment from the Office of the President/Chancellor/ Director and proceed for the online of ACIC and wait for the confirmation of the transaction	None	15 minutes	Cashier/Cashier Staff
2. Inform cashier/disbursing officer the nature of claim and present documents and ID (if necessary)	2. Release check to the claimant for the payment of transaction	None	5 minutes	Cashier/Disbursing Officer/Cashier Staff
	TOTAL:	None	2 hours and 20 minutes	



8. PAYMENT OF DISBURSEMENT AND CLAIM OF PAYMENTS THROUGH CHECK (WITH ACIC SUBMITTED TO THE BANK)

This service aims to process payment transactions through CHECK (with manual ACIC request)

Office or Division:	Cashier's Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	Other Agencies, Private Entity/ies, Students and Other Stakeholders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Disbursement Voucher (Reimbursement of Expenses, Salaries, Travel Expenses, etc.) with supporting documents			Concerned Offices/Employees/Officials	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive processed documents from the Office of the President	1.1 Receive approved Disbursement Voucher with supporting documents from the Office of the President/ Chancellor/Director	None	5 minutes	Cashier Staff
	1.2 Prepare MDS check and ACIC (burn to CD) for the payment of approved disbursement	None	30 minutes	Cashier Staff/Disbursing Officer/ Cashier Staff
	1.3 Review, verify and sign the processed documents.	None	5 minutes	Cashier
	1.4 Forward the MDS check, ACIC and Disbursement Voucher to the office of the President/Chancellor/Director for signature	None	1 hour	Cashier Staff/ Receiving Staff
	1.5 Receive signed MDS check and ACIC with Disbursement Voucher from the office of the President/Chancellor/ Director	None	3 minutes	Cashier Staff/ Receiving Staff



	1.6 Submit the ACIC and CD to the bank for debiting.	None	1 day	Cashier
2. Inform cashier/disbursing office the nature of claim with documents and present ID if necessary	2. Release MDS Check to Claimant for the payment of transaction	None	5 minutes	Cashier/Disbursing Officer/ Cashier Staff
TOTAL:		None	1 day, 1 hour, and 48 minutes	

9. CASH DISBURSEMENT FOR PAYROLL THROUGH PERSONAL CLAIM

This service aims to process payment transactions through personal claim

Office or Division:	Cashier's Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	Other Agencies, Private Entity/ies, Students and Other Stakeholders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Identification card, authorization letter of representative, ID of representative and other documents necessary for the justification of claims			Concerned Offices/Employees/Officials	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform cashier/disbursing office the nature of claim with documents and present Identification card	1. Verify documents presented for the claim	None	3 minutes	Cashier/ Disbursing officer
2. Sign payroll to acknowledge the receipt of cash payment	2. Release payment of claim	None	5 minutes	Cashier/ Disbursing officer
TOTAL:		None	8 minutes	



10. CASH DISBURSEMENT FOR PAYROLL

This service aims to process payment transactions through CASH deposit to the account of the claimant

Office or Division:	Cashier's Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who may avail:	Other Agencies, Private Entity/ies, Students and Other Stakeholders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Bank account number of the claimant information for the mode of deposit other documents necessary for the justification of claims			Concerned Offices/Employees/Officials	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the mode of claims and submit bank details /information for the deposit to be made to the bank account of the claimant	1.1 Verify documents presented for the claim	None	5 minutes	Cashier/ Disbursing officer
	1.2 Deposit Cash to the account of the claimant	None	2 hours	Cashier/ Disbursing officer
	TOTAL:	None	2 hours and 5 minutes	



ACCOUNTING OFFICE

INTERNAL SERVICES



1. ASSESSMENT OF FEES FOR OTHER PAYORS

This service helps other payors for their payment with regard to a specific transaction.

Office or Division:	Accounting Unit			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Statement of Account/Billing Statement			Business Affairs Office	
Assessment/Enrollment Form			Concerned Colleges/Institutes/Registrar's Office	
Order of Payment for Fines, Penalties and Other Fees (e.g. liquidated damages, disallowances, etc.)			Concerned Office/Accounting Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirement needed for the particular transaction	1.1 Receive Form/ Documentary Requirement and Records in the Logbook 1.2 Assess Fees	None	1 minute 10 minutes	Accounting Staff
TOTAL:		None	11 minutes	



2. PRE-AUDIT OF DISBURSEMENT VOUCHERS

This service aims to examine documents supporting a transaction or series of transactions before these are being paid for and recorded. Pre-audit is done to determine the validity of claims, legality of the expenditure and compliance with existing laws, rules or regulations, and to assure that there is sufficient fund available for the payment.

Office or Division:	Accounting Unit			
Classification:	Highly Technical Transaction (Multi-Stages)			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Payroll/ Disbursement Voucher (Purchase of Goods, Services, Infrastructure, Reimbursements, TEV, etc.) with supporting documents based on Commission on Audit (COA) Circular 2023-004 dated June 14, 2023 Updated Requirements for Common Government Transactions			Concerned Offices/Employees/Officials	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Payroll/ Disbursement Voucher and supporting documents	1.1 Receive Payroll/ Disbursement Voucher (DV) and supporting documents (SD)	None	15 minutes	Receiving/ Releasing Staff
	1.2 Process Payroll/ DV (ex.Assign Control Number, Recording of Transaction, Posting to their respective indices, etc.)	None	3 hours	Receiving/ Releasing Staff
	1.3 Pre-audit Payroll/ DV and SD	None	3 working days	Accounting Staff (in- charge per Fund Cluster)
	1.4 Forward to University/ Campus/ Unit Accountants for review and signing of DV and SD	None	5 working days	Accountant
	1.5 Release Payroll/ DV and SD from Accounting Office	None	5 minutes	Receiving/ Releasing Staff
	TOTAL:	None	8 working days, 3 hours, 20 minutes	



ACCOUNTING OFFICE

EXTERNAL SERVICES



1. VERIFICATION AND ADJUSTMENT OF STUDENT FEES/ACCOUNT BALANCES

This service aims to verify student fees/ account balances to ensure accuracy.

Office or Division:	Accounting Unit			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Previous/Current Students of the University			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
School ID/Assessment Form			The student will provide	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present School ID/Assessment Form	1. Open Student Account in teDMMMSU Enrolment System	None	1 minute	Accounting Staff
2. State the purpose whether to verify account balance or request for adjustment of fees/order of payment.	2. Check account balance/adjust fees as requested in accordance with the University policy	None	4 minutes	Accounting Staff
TOTAL:		None	5 minutes	



2. ASSESSMENT OF FEES FOR OTHER PAYORS

This service helps other payors for their payment with regard to a specific transaction.

Office or Division:	Accounting Unit
Classification:	Simple Transaction
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government
Who may avail:	Other Agencies, Private Entity/ies, Students and Other Stakeholders

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Statement of Account/Billing Statement		Business Affairs Office		
Assessment/Enrollment Form		Concerned Colleges/Institutes/Registrar's Office		
Order of Payment for Fines, Penalties and Other Fees (e.g. liquidated damages, disallowances, etc.)		Concerned Office/Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirement needed for the particular transaction	1.1 Receive Form/ Documentary Requirement and Records in the Logbook	None	1 minute	Accounting Staff
	1.2 Assess Fees		10 minutes	
TOTAL:		None	11 minutes	



3. PRE-AUDIT OF DISBURSEMENT VOUCHERS

This service aims to examine documents supporting a transaction or series of transactions before these are being paid for and recorded. Pre-audit is done to determine the validity of claims, legality of the expenditure and compliance with existing laws, rules or regulations, and to assure that there is sufficient fund available for the payment.

Office or Division:	Accounting Unit
Classification:	Highly Technical Transaction (Multi-Stages)
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government
Who may avail:	Other Agencies, Private Entity/ies, Students and Other Stakeholders
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Payroll/ Disbursement Voucher (Purchase of Goods, Services, Infrastructure, Reimbursements, TEV, etc.) with supporting documents based on Commission on Audit (COA) Circular 2023-004 dated June 14, 2023 Updated Requirements for Common Government Transactions	Concerned Offices/Employees/Officials

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Payroll/ Disbursement Voucher and supporting documents	1.1 Receive Payroll/ Disbursement Voucher (DV) and supporting documents (SD)	None	15 minutes	Receiving/ Releasing Staff
	1.2 Process Payroll/ DV (ex. Assign Control Number, Recording of Transaction, Posting to their respective indices, etc.)	None	3 hours	Receiving/ Releasing Staff
	1.3 Pre-audit Payroll/ DV and SD	None	3 working days	Accounting Staff (in- charge per Fund Cluster)
	1.4 Forward to University/ Campus/ Unit Accountants for review and signing of DV and SD	None	5 working days	Accountant



	1.5 Release Payroll/ DV and SD from Accounting Office	None	5 minutes	Receiving/ Releasing Staff
	TOTAL:	None	8 working days, 3 hours, 20 minutes	



LAND ACQUISITION, TRANSFER AND TITLING OFFICE

INTERNAL SERVICES



1. LAND SURVEY SERVICES

This service aims to provide land survey assistance to infrastructure projects of the University.

Office or Division:	Land Acquisition, Transfer and Titling Office			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Any DMMMSU Officials			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Job Request Form			LATTO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills in Job Request Form.	1.1 Receive the Job Request Form.	None	3 minutes	LATTO Staff
	1.2 Assess the job request form indicating the services needed.	None	10 minutes	Head of LATTO/ GEODETTIC ENGINEER
	1.3 Job Request Form shall be forwarded to the VP for Administrative Services for Approval.	None	20 minutes	VP for Administration & Quality Assurance
	1.4 Approved Job Request Form shall be forwarded to the Office of the Land Acquisition, Transfer and Titling.	None	10 minutes	VP for Administration & Quality Assurance
	1.5 The Geodetic Engineer shall determine the extent of services that should be rendered.	None	15 minutes	Head of LATTO/GEODETTIC ENGINEER
	1.6 The Geodetic Engineer shall set schedule and prepare needed documents pertaining to the lot and location of the site/area requested as well as the survey equipment to be used in conducting actual survey.	None	3 days	Head of LATTO/GEODETTIC ENGINEER



2. Appear on the ground/site and Assist the LATTO Personnel.	2.1 The Geodetic Engineer and LATTO Personnel shall first conduct ocular inspection and investigation on the ground/site before the execution of Actual Survey.	None	1 day	Head of LATTO/GEODETTIC ENGINEER & LATTO Personnel
	2.2 The conduct of Actual Survey on the ground.	None	3 days	Head of LATTO/GEODETTIC ENGINEER & LATTO Personnel
	2.3 The Geodetic Engineer shall review, compute, evaluate and finalize the survey data gathered on the ground.	None	5 hours	Head of LATTO/GEODETTIC ENGINEER
	2.4 The Geodetic Engineer and LATTO personnel shall again conduct survey for setting-out points/reference on the ground. -Monumenting (Staking-out of mojon/markers)	None	2 days	Head of LATTO/GEODETTIC ENGINEER & LATTO Personnel
3. Wait for the GEODETTIC ENGINEER Report/Findings.	3. The Geodetic Engineer shall inform/report the client about his findings on the ground. (w/ detailed Survey Sketch Plan)	None	1 day	Head of LATTO/GEODETTIC ENGINEER
TOTAL:		None	10 days, 5 hours, 58 minutes	



HEALTH SERVICES INTERNAL SERVICES



1. MEDICAL AND DENTAL CONSULTATION AND TREATMENT

This service describes the employee's availment of medical and dental consultation and treatment.

Office or Division:	Health Services Unit			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DMMMSU Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid I.D. (School ID, Government-Issued ID)			The client will provide.	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration	1. Facilitate registration and retrieval of Patient's folder.	None	10 minutes	Health Services Staff
2. Proceed to HSU Staff's table	2. Vital signs taking. Chief complaint and partial history taking.	None	10 minutes	Health Services Staff
3. Proceed to Doctor's/ Dentist's Office	3.1 Provide medical/dental consultation and treatment. 3.2 Record medical/dental diagnosis to Patient Treatment Record.	None	1 hour	Physician/ Dentist with Dental Aide
4. Return Patient's Folder to HSU Staff's table	4.1 Carry out orders and issue 1 st day dose of medication when available. 4.2 File patient folder.	None	10 minutes	Health Services Staff
	TOTAL:	None	1 hour 30 minutes	



2. MEDICAL AND DENTAL CLEARANCE

This service describes the procedure for the availment of medical and dental clearance by new employees as required by HRMO for employment and by current employees for scholarships and training.

Office or Division:	Health Services Unit			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DMMMSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CSC Form 211 Medical Requirements		HR Office (Campus)		
2x2 Picture		Client will provide		
Long Folder		Client will provide		
Diagnostic and Radiologic Test Results as applicable		Licensed Diagnostic Centers or Hospitals		
Valid ID (School ID, Government-Issued ID)		The client will provide.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration	1. Facilitate registration of client	None	5 minutes	Health Services Unit Staff
2. Proceed to the HSU Staff's table.	2. Check the completeness of requirements, facilitate filling out of forms, and take vital signs.	None	20 minutes	Health Services Unit Staff
3. Proceed to Doctor's/ Dentist's Office	3. Conduct medical/dental assessment.	None	30 minutes	Physician/ Dentist with Dental Aide
4. Receive medical or dental certificate.	4. Issue medical/ dental certificate.	None	5 minutes	Health Services Unit Staff
TOTAL:			1 hour	



3. DENTAL PROCEDURE

This service describes the availment of dental procedures by the employees.

Office or Division:	Health Services Unit			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DMMMSU Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid I.D. (Government-Issued ID) For employees: emergent and urgent cases only			The client will provide.	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration	1. Facilitate registration and retrieval of Patient's folder.	None	10 minutes	Health Services Staff
2. Proceed to HSU Staff's table	2. Vital signs taking. Chief complaint and partial history taking.	None	10 minutes	Health Services Staff
3. Proceed to Dentist's Office	3.1 Provide dental consultation and treatment procedure. 3.2 Issue 1 st day dose of medication when available. 3.3 Record dental procedure done and diagnosis.	None	1 hour and 30 minutes	Dentist and Dental Aide
	4. File patient folder.	None	10 minutes	Health Services Staff
TOTAL:		None	2 hours	



HEALTH SERVICES

EXTERNAL SERVICES



1. MEDICAL AND DENTAL CONSULTATION AND TREATMENT

This service describes the availment of medical and dental consultation and treatment by the students and qualified dependents. Outsiders may also avail themselves of said service in an emergency while inside the campus premises.

Office or Division:	Health Services Unit			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Bona fide DMMMSU students, dependents			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid I.D. (School ID, Government-Issued ID) for students For students 12-17 y/o: parent/guardian consent For students below 12 y/o: accompanied by parent/guardian/faculty-in-charge			The client will provide.	
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration	1. Facilitate registration and retrieval of Patient's folder.	None	10 minutes	Health Services Staff
2. Proceed to HSU Staff's table	2. Vital signs taking. Chief complaint and partial history taking.	None	10 minutes	Health Services Staff
3. Proceed to Doctor's/ Dentist's Office	3.1 Provide medical/dental consultation and treatment. 3.2 Record medical/dental diagnosis to Patient Treatment Record.	None	1 hour	Physician/ Dentist with Dental Aide
4. Return Patient's Folder to HSU Staff's table	4.1 Carry out orders and issue 1 st day dose of medication when available. 4.2 File patient folder.	None	10 minutes	Health Services Staff
TOTAL:		None	1 hour 30 minutes	



2. MEDICAL AND DENTAL CLEARANCE

This service describes the procedure for the availment of medical and dental clearance by new entrants, and transferees during enrolment, and by current students for school or sports-related activities.

Office or Division:	Health Services Unit			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	New Entrants and Transferees Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter for medical or dental clearance (For School-Related Activities)		Coordinator/ Faculty in-charge (Campus)		
Medical requirements checklist (For School-Related Activities)		Health Services Unit (Campus)		
3-in-1 Form (For Sports-Related Activities)		Sports Unit (Campus)		
2x2 Picture (For New Entrants and Transferees)		Client will provide		
Long Folder (For New Entrants and Transferees)		Client will provide		
Diagnostic and Radiologic Test Results as applicable		Licensed Diagnostic Centers or Hospitals		
Valid ID (School ID, Government-Issued ID)		The client will provide.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration	1. Facilitate registration of client	20.00 (for New Entrant and Transferee only)	5 minutes	Health Services Unit Staff
2. Proceed to the HSU Staff's table.	2. Check the completeness of requirements, facilitate filling out of forms, and take vital signs.	None	20 minutes	Health Services Unit Staff
3. Proceed to Doctor's/ Dentist's Office	3. Conduct medical/dental assessment.	None	30 minutes	Physician/ Dentist with Dental Aide
4. Receive medical or dental certificate.	4. Issue medical/ dental certificate.	None	5 minutes	Health Services Unit Staff
TOTAL:		20.00 (for New Entrant and Transferee only)	1 hour	



3. DENTAL PROCEDURE

This service describes the availment of dental procedures by the students.

Office or Division:	Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Bonafide DMMMSU students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid I.D. (School ID, Government-Issued ID) For students 12-17 y/o: parent/guardian consent For students below 12 y/o: accompanied by parent/guardian			The client will provide.	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Registration	1. Facilitate registration and retrieval of Patient's folder.	None	10 minutes	Health Services Staff
2. Proceed to HSU Staff's table	2. Vital signs taking. Chief complaint and partial history taking.	None	10 minutes	Health Services Staff
3. Proceed to Dentist's Office	3.1 Provide dental consultation and treatment procedure. 3.2 Issue 1 st day dose of medication when available. 3.3 Record dental procedure done and diagnosis.	None	1 hour and 30 minutes	Dentist and Dental Aide
	4. File patient folder.	None	10 minutes	Health Services Staff
TOTAL:		None	2 hours	



DISASTER RISK REDUCTION MANAGEMENT SERVICES

INTERNAL SERVICES



1. COORDINATION AND DEPLOYMENT OF ERT DURING EMERGENCY

To provide emergency response to clients/stakeholders during an emergency.

Office or Division:	DRRM Services			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	DMMMSU Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Incident Report			It may be in any form of communication from clients.	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report an incident in any form of communication. The concerned office/ department or individual should report the incident to the DRRM Director/ Campus DRRM Officers/ College/ Unit Focal Persons.	1.1 DRRM Director/ Campus DRRM Officers/ College/ Unit Focal Persons should validate the disaster/emergency. 1.2 Employ alert status upon validation of incident, disaster, and emergency. 1.3 Assess whether the Campus/ Unit Emergency Response Team (C/UERT) can handle the situation and, if so, employ the Incident Command System and deploy emergency responders. 1.4 If the Campus/ Unit Emergency Response Team requires assistance from partner agencies or local authorities, coordinate and immediately call for support.	None	15 minutes	Director, DRRM Services Campus DRRM Officers College or Unit DRRM Focal Person C/UERT
TOTAL:		None	15 minutes	



DISASTER RISK REDUCTION MANAGEMENT SERVICES

EXTERNAL SERVICES



1. COORDINATION AND DEPLOYMENT OF ERT DURING EMERGENCY

To provide emergency response to clients/stakeholders during an emergency.

Office or Division:	DRRM Services			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	Students and Stakeholders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Incident Report			It may be in any form of communication from clients.	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report an incident in any form of communication. The concerned office/ department or individual should report the incident to the DRRM Director/ Campus DRRM Officers/ College/ Unit Focal Persons.	1.1 DRRM Director/ Campus DRRM Officers/ College/ Unit Focal Persons should validate the disaster/emergency. 1.2 Employ alert status upon validation of incident, disaster, and emergency. 1.3 Assess whether the Campus/ Unit Emergency Response Team (C/UERT) can handle the situation and, if so, employ the Incident Command System and deploy emergency responders. 1.4 If the Campus/ Unit Emergency Response Team requires assistance from partner agencies or local authorities, coordinate and immediately call for support.	None	15 minutes	Director, DRRM Services Campus DRRM Officers College or Unit DRRM Focal Person C/UERT
TOTAL:		None	15 minutes	



SECURITY SERVICES

EXTERNAL SERVICES



1. STUDENTS AND VISITORS INQUIRING ON ENROLLMENT AND REQUIREMENTS

The services covered in this section are primarily focused on ingress and egress of university-owned vehicles, public utility vehicles, students, visitors, contractors, and construction workers; moreover, other services such as reporting incidents, releasing lost-and-found items, granting CCTV footage review, and releasing copy/copies of CCTV footage are included.

Office or Division:	Security			
Classification:	Complex Transaction			
Type of Transaction:	G2C-Government to Clients			
Who may avail:	Students, Parents/Guardians, Visitors			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Clients must fill out the visitor's logbook			Security Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present trip ticket to the guard on duty	1. Verify signatories of trip tickets and record pertinent information on the logbook	None	N/A	Guard on duty
2. Request for security services; fill out and submit the form	2. Provide a copy of the prescribed Security Services Request form to be filled out by the client; sign and receive, and photocopy the duly accomplished request form; give 1 copy to the client and keep the other copy to be transmitted to the chancellor/ head of operating unit for approval	None	3 minutes	Guard on duty
3. Report incident/s	3. Fill out an Incident Report template by providing all the pertinent information; the IR template will be signed by the one who reported the incident and by the guard on duty; submit the IR to the immediate supervisor for appropriate action	None	5 minutes	Guard on duty
4. Request a copy of Load Manifest form for PUVs conveying passengers from the campus	4. Fill out a copy of the Load Manifest form and write the names of the passenger/s and the driver, destination, and the plate number and/or body number of the PUV.	None	3 minutes	Guard on duty
5. (Student/s) properly wear ID before entering the	5. See to it that students wear their school IDs; students without ID may be allowed to enter the	None	1 minute	Guard on duty



campus	campus if they have plausible reasons, but their names will be recorded for future reference and will be forwarded to their program chairperson for appropriate action			
6. (Visitors) present a valid identification card before entry	6. Verify the identity of the person presenting an ID; call/ inform the person to be visited and ask if he/she will allow the visitor; record information on the logbook; give visitor's gate pass to the visitor in exchange to his/her valid ID; return the visitor's Identification Card in exchange to the visitor's gate pass.	None	3 minutes	Guard on duty
7. Present gate pass for scrap/salvage materials	7. Inspect construction workers' bags and contractors' vehicles before exit; if scrap/salvage materials are to be brought out, check, verify, and keep the gate pass for records purposes	None	5 seconds for bag inspection; 30 seconds for vehicle inspection; 2 minutes or more depending on the volume of materials to be brought out	Guard on duty
8. Report and Release Lost-and-Found Items	8.1 Issue and fill out of Lost-and Found Report template	None	1 minute	Guard on duty
	8.2 Verify ownership and release lost-and-found item/s to claimants	None	15 minutes	Guard on Duty
9. Gather information re Construction Workers for the issuance of contractor's I.D.	9.1 Issue and fill out Construction Workers Information Sheet	None	10 minutes	Guard on Duty
	9.2 Submit the filled out/ duly accomplished forms to the MIS office for the issuance contractor's I.D. card	None	1 day	
		None	5 minutes	



	9.3 Release I.D. cards to contractors upon presentation of receipt issued by the cashier's office			
10. Provide CCTV Footage Review and/or Copy	10. Issue and fill out CCTV Footage Request Form	None	5 minutes	Guard on Duty Data Privacy Controller
11. Allow the Requester to View Footage (Taking pictures/ videos is not allowed)	11. Choose the camera that covers the area in relation to the concern of the requester and select the date and the span of time during which the incident could have possibly happened	None	5 minutes	Guard on Duty Data Privacy Controller
12. Provide a copy of the CCTV Footage	12. Copy the video footage and save it in a back-up file; seek approval from the Chancellor or Executive Director and from the University President before giving a copy of the file to the requester	None	3 days	Guard on Duty Data Privacy Controller
	TOTAL:	None	4 days and 58 minutes	



OFFICES UNDER THE VICE PRESIDENT FOR ACADEMIC AND INTERNATIONAL AFFAIRS



INSTRUCTION

INTERNAL SERVICES



1. PROCESSING OF ACADEMIC-RELATED REQUEST

A. Processing of Request for Service Credits due to Overload

This process aims to define and establish a system for identifying the steps involved in reviewing request for service credits due to overload units incurred by faculty members. Request for service credits due to overload should have undergone college and campus evaluation process.

Office or Division:	Instruction Unit			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Academic Units			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Consolidated Request			Office of the Chancellor	
Consolidated Service Credits due to Overload			Head of Instruction	
Endorsement			College Dean/Institute Director	
Request Letter			Program Chair	
Computation of service credits due to overload			Program Chair	
Accomplishment Reports			Faculty	
Faculty Workload			Program Chair	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of documents to the OVPAIA	1.1 Receive request with supporting documents	None	20 minutes	OVPAIA staff
	1.2 Check/verify the completeness of the submitted supporting documents			
	1.3 Evaluate the documents submitted	None	10 days	VPAIA; Director for Instruction; Coordinator, Curriculum Development
	1.4 Prepare summary of service credits for faculty members with overload			
1.5 Prepare endorsement				
	1.6 Transmit the endorsement to the Record's Office	None	5 minutes	OVPAIA Staff



		TOTAL:	None	10 days, 25 minutes	
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B. Processing of Request for Payment of CGS Overload

This process aims to define and establish a system for identifying the steps involved in reviewing request for CGS overload. Request for payment of CGS overload should have undergone campus evaluation process, of which a certified correct copy of the reviewed overload computation has to be attached to the request.

Office or Division:	Instruction Unit			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Colleges of Graduate Studies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Endorsement			Office of the Chancellor	
Request Letter			Office of the CGS Dean	
Summary of Overload for a given term			Office of the CGS Dean	
Accomplishment Reports to include syllabus, learning plan, exams, TOS, SPR, ROR			Office of the Program Chairperson	
Approved class schedule for a term			Office of the CGS Dean	
Appointment of Professor			Office of the CGS Dean	
Individual Faculty Workload			Office of the Program Chairperson	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of request with complete supporting documents to the OVPAIA	1.1 Receive request with supporting documents	None	20 minutes	OVPAIA staff
	1.2 Check/verify the completeness of the submitted supporting document			
	1.3 Assess and Review the documents submitted if compliant to the Workload Guidelines	None	19 days	VPAIA; Director for Instruction; Coordinator, Curriculum Development
	1.4 Prepare the summary of CGS faculty overload			



	1.5 Check computation of overload pay of Professors with Overload Units 1.6 Prepare summary report and endorse to the Office of the President			
	1.7 Transmit the endorsement to the Record's Office	None	5 minutes	OVPAIA staff
	TOTAL:	None	19 days, 25 minutes	

C. Processing of Request for Payment of Undergraduate Overload (Engineering)

This process aims to define and establish a system for identifying the steps involved in reviewing request for undergraduate overload in the College of Engineering. Request for payment of undergraduate overload should have undergone campus evaluation process, of which a certified correct copy of the reviewed overload has to be attached to the request.

Office or Division:	Instruction Unit			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G- Government to Government			
Who may avail:	College of Engineering			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Endorsement		Office of the Chancellor		
Request Letter		Office of the COE Dean		
Summary of overload for a given term		Office of the COE Dean		
Accomplishment Reports to include syllabus, learning plan, exams, TOS, SPR, ROR		Office of the Program Chairperson		
Approved class schedule for a term		Office of the COE Dean		
Appointment of Professor		Office of the COE Dean		
Individual Faculty Workload		Office of the Program Chairperson		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Submit copy of request with complete supporting documents to the OVPAIA	1.1 Receive request with supporting documents	None	20 minutes	OVPAIA staff
	1.2 Check/verify the completeness of the submitted supporting documents			
	1.3 Assess and review the documents submitted if compliant to the Workload Guidelines	None	19 days	VPAIA; Director for Instruction; Coordinator, Curriculum Development
	1.4 Prepare the summary of COE faculty overload	None		
	1.5 Check computation of overload pay of COE faculty with overload units	None		
1.6 Prepare summary report and endorse to the Office of the President	None			
1.7 Transmit the endorsement to the Record's Office	None	5 minutes	OVPAIA staff	
TOTAL:		None	19 days, 25 minutes	

D. Review of Instructional Materials Developed by Faculty Member/s

This process aims to define and establish a system for identifying the steps involved in reviewing instructional materials developed by the faculty member/s. Instructional materials refer to digital or printed textbooks, modules, laboratory manuals, workbooks, course books, and other similar materials created by faculty member/s for instructional purposes. These materials should have undergone a peer-review or evaluation process.

Office or Division:	Instruction Unit	
Classification:	Complex Transaction	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Faculty Members	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
College Endorsement		College IMEC
Campus Endorsement		Campus IMEC
Summary of Reviewer's Evaluation and Rating		College IMEC



Individual Reviewer's Evaluation and Rating		College IMEC		
Copy of IM developed by the faculty member/s		Faculty Member		
Course Syllabus and Learning Plan where the IM was used		Faculty Member		
Certification of Review and Evaluation for Published IM		Publisher		
Certificate of Plagiarism Check for Unpublished IM		Plagiarism Checker		
Certification from the Library re: availability of a copy of the IM in the library		Campus Librarian		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of request with complete supporting documents to the OVPAIA	1.1 Receive request with supporting documents	None	20 minutes	OVPAIA staff
	1.2 Check/verify the completeness of the submitted supporting documents			
	1.3 Evaluate the documents submitted 1.4 Prepare Endorsement	None	5 days	VPAIA; Director for Instruction; Coordinator, IMD
	1.5 Transmit the endorsement to the Record's Office	None	5 minutes	OVPAIA staff
	TOTAL:	None	5 days, 25 minutes	

2. UNIVERSITY REVIEW AND ENDORSEMENT OF FACULTY MEMBER'S SCHOLARSHIP APPLICATION (SUBJECT TO THE PRESENCE OF THE COMMITTEE MEMBERS)

A. Processing of Faculty Scholarship Application (Full Scholarship)

This process aims to define and establish a system for identifying the steps involved in processing of faculty application to pursue advanced studies (full-time scholarship). The University Faculty Scholarship Committee refers to the committee who undertakes the evaluation and review of qualified faculty members to undergo advance studies. (Subject to the presence of the Committee members)

Office or Division:	Instruction Unit
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Classification:	Highly Technical Transaction
Type of Transaction:	G2G – Government to Government
Who may avail:	Qualified Faculty Members
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Campus Endorsement	Office of the Chancellor
College Endorsement	Office of the Dean
Basic Communication	Faculty member
Certification that the applicant is a plantilla holder	Office of the Campus HRMO
Service record duly signed by the HRMO	Office of the Campus HRMO
Medical certificate	Office of the Campus Medical Services Unit
Certification from the administrative officer that applicant has no pending administrative and/or criminal case	Office of the Campus HRMO
Copy of the approved faculty/staff development program of the college/institute/unit	Office of the Dean
Performance ratings for the past 2 semesters	Office of the Dean
Certificate/Notice of Admission or Acceptance from reputable/recognized HEIs	University where the scholar is accepted
True Copy of Registration/Enrollment Form	University where the scholar is enrolled
Duly Approved Study Plan or Course Plan (within the first 2 months for full scholarship)	University where the scholar is accepted
Copy of Provisional Approval of Scholarship	Scholarship Sponsors other than DMMMSU

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of request with complete supporting documents to the OVPAIA	1.1 Receive request with supporting documents	None	5 minutes	OVPAIA staff
	1.2 Route the document to the University Faculty Scholarship Committee	None	5 minutes	
	1.3 Check/verify the completeness of the submitted supporting documents	None	7 days	University Scholarship Committee



	Phase 1 Incomplete Request 1.4 Prepare return endorsement detailing lacking documents and reasons why it cannot be processed	None		
	Phase 2 Complete Request 1.5 Review the endorsed scholarship application 1.6 Prepare university endorsement 1.7 Secure approval/signatures of the University Faculty Scholarship Committee members (subject to the presence of the Committee members)	None None None		
	1.8 Transmit the endorsement to the Record's Office	None	5 minutes	OVPAIA staff
	TOTAL:	None	7 days, 15 minutes	

B. Processing of Faculty Member's Scholarship Application (Partial Scholarship)

This process aims to define and establish a system for identifying the steps involved in processing of faculty application to pursue advanced studies (partial scholarship). The University Faculty Scholarship Committee refers to the committee who undertakes the evaluation and review of qualified faculty members to undergo advance studies. (Subject to the presence of the Committee members)

Office or Division:	Instruction Unit	
Classification:	Highly Technical Transaction	
Type of Transaction:	G2G – Government to Government	
Who may avail:	Faculty Members	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Campus Endorsement		Office of the Chancellor
College Endorsement		Office of the Dean
Basic Communication		Faculty member



Certification that the applicant is a plantilla holder		Office of the Campus HRMO		
Service record duly signed by the HRMO		Office of the Campus HRMO		
Medical certificate		Office of the Campus Medical Services Unit		
Certification from the administrative officer that applicant has no pending administrative and/or criminal case		Office of the Campus HRMO		
Copy of the approved faculty/staff development program of the college/institute/unit		Office of the Dean		
Performance ratings for the past 2 semesters		Office of the Dean		
Certificate/Notice of Admission or Acceptance from reputable/recognized HEIs		University where the scholar is accepted		
True Copy of Registration/Enrollment Form		University where the scholar is enrolled		
Duly Approved Study Plan or Course Plan (within the first 2 months of scholarship)		University where the scholar is enrolled		
Duly Approved Plan of Activities/ Implementing Schedule for request of thesis/dissertation aid		Faculty member		
True Copy of Comprehensive Examination Results		University where the scholar is enrolled		
Certification from the DHEI Graduate School Dean/Adviser that the applicant has started implementing the research		University where the scholar is enrolled		
Copy of the duly approved capstone project/ thesis/ dissertation proposal		Faculty member		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit copy of request with complete supporting documents to the OVPAIA	1.1 Receive request with supporting documents	None	10 minutes	OVPAIA staff
	1.2 Route the document to the University Faculty Scholarship Committee	None		
	1.3 Check/verify the completeness of the submitted supporting documents	None	7 days	University Scholarship Committee
	Phase 1 Incomplete Request			
	1.4 Prepare return endorsement detailing lacking documents and reasons why it cannot be processed	None		
Phase 2 Complete Request				
	1.5 Review the endorsed scholarship application	None None		



	1.6 Prepare university endorsement 1.7 Secure approval/signatures of the University Faculty Scholarship Committee members (subject to the presence of the Committee members)	None		
	1.8 Transmit the endorsement to the Record's Office	None	5 minutes	OVPAIA staff
	TOTAL:	None	7 days, 15 minutes	



STUDENT AFFAIRS AND SERVICES UNIT

EXTERNAL SERVICES



1. PROCESSING OF MUTUAL AID CLAIMS

This service describes the procedure on how students can apply and claim for Mutual Aid benefits.

Office or Division:	Student Affairs and Services			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Client			
Who may avail:	Bonafide students/learners of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form for Mutual Aid		SAS Office		
Medical Certificate		Hospital / Clinic		
Doctor's prescriptions		Hospital / Clinic		
Official receipts of fees and medicines		Hospital / Clinic		
Death certificate (for death benefits)		Philippine Statistics Authority (PSA) / Municipal Registry Office		
*Note: All documents should be in 3 sets (1 original)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-out application form	1. Issue the Mutual Aid Form	None	3 minutes	Campus Head, SAS Staff, SAS
2. Accomplish and submit the form with the required attachments	2. Receive, check and verify the filled-out forms and the completeness of attachments submitted	None	15 minutes	Campus Head, SAS Staff, SAS
3. If complete, the claimant needs to seek clearance or endorsement from concerned officials	3. Sign the application form (CSBO President, College Dean, Medical Officer, SAS Head)	None	4 hours	Claimant
4. Submit signed form to the SAS Office	4. Receive and endorse the application to the SAS Director for review and approval	None	5 minutes	Campus Head, SAS Staff, SAS



5. Wait for the status of application / claim	5.1 Receive and determine the amount of claim based on approved guidelines and policies	None	-	Director, SAS Staff, SAS
	5.2 Prepare voucher and endorse to the Accounting Office	None	-	Staff, USAS
	5.3 Review and audit voucher for claim	None	-	Staff, Finance Office
	5.4 Inform the concerned Campus SAS Head that the claim is ready for release	None	-	Staff, Cashier's Office
	5.5 Inform the claimant or the authorized representative that the claim is ready for release	None	1 hour	Campus Head, SAS Staff, SAS
6. Follow-up / receive claim	6. Issue/release claim	None	-	Cashier
TOTAL:		None	5 hours and 23 minutes	

2. ACCREDITATION – RE-ACCREDITATION OF STUDENT ORGANIZATION

This service describes the procedure in applying for accreditation or reaccreditation of student organizations in the campuses every school year.

Office or Division:	Student Affairs and Services
Classification:	Complex
Type of Transaction:	G2C - Government to Client
Who may avail:	Bonafide students/learners of the University
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
Application Form for SO	SAS Office
List of Officers and Members	Concerned Student Organization (SO)
Financial Statement	Concerned Student Organization (SO)
Pledge Of Commitment of Advisers and Officers	Concerned Student Organization (SO)
Operational Plan	Concerned Student Organization (SO)
Constitution and By-Laws	Concerned Student Organization (SO)



Accomplishment Report of Preceding School Year (for old student organizations) **Note: Application documents should be in 2 sets (1 original)		Concerned Student Organization (SO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-out application form	1. Issue application form	None	3 minutes	Campus Head, SAS Staff, SAS
2. Submit/resubmit a letter of application with other supporting documents	2. Receive and check the completeness of documents submitted	None	15 minutes	Campus Head, SAS Staff, SAS
3. Wait for the status of application	3. Review and evaluate submitted applications then prepare a master list of qualified organizations for the approval of the Chancellor	None	5 days	Campus Head, SAS Adviser, CSBO Chancellor
4. Follow-up result of application	4. Release the result of application (approve or denied) and issue a Certificate of Recognition to approved student organizations	None	5 minutes	Campus Head, SAS Staff, SAS
	TOTAL:	None	5 days & 23 minutes	

3. APPLICATION/RENEWAL OF SCHOLARSHIP

This service describes the procedure in the application and renewal of student scholarships.

Office or Division:	Student Affairs and Services	
Classification:	Complex Transaction	
Type of Transaction:	G2C Government to Client	
Who may avail:	Bonafide students/learners of the University	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Certificate of Grades		Registrar's Office
Certificate of Registration		Registrar's Office
Certificate of Good Moral Character		SAS Office



Must not be a recipient of more than one scholarship grant or financial assistance except on meritorious cases		Campus Scholarship Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-out application form	1. Issue application form	None	5 minutes	Campus Scholarship Coordinator
2. Submit the accomplished form with complete supporting documents	2.1 Receive, record, evaluate, and process documents based on scholarship guidelines	None	5 days	Campus Scholarship Coordinator
	2.2 Submit processed application to the University Scholarship Coordinator			
	2.3 Submit application to scholarship giving bodies for review and action	None		University Scholarship Coordinator
3. Follow-up result of application	3. Inform applicant re: status of application	None	1 day	University/Campus Scholarship Coordinator
	TOTAL:	None	6 days and 5 minutes	



4. APPLICATION/RENEWAL OF FREE HIGHER EDUCATION (FHE)

This service describes the procedure in the application and renewal of student scholarships.

Office or Division:	Student Affairs and Services			
Classification:	Simple Transaction			
Type of Transaction:	Government to Client			
Who may avail:	Bonafide students/learners of the University			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
FHE Form			Campus Scholarship Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Download/ Secure and fill-out application form	1. Issue application form	None	5 minutes	Campus Scholarship Coordinator
2. Submit the accomplished form	2.1 Receive, record, evaluate, and process documents based on guidelines. 2.2 Submit processed application to the Scholarship Office	None		Program Chairperson
	3. Receive and register in the FHE Module in the Portal	None	5 minutes	Scholarship Coordinator
TOTAL:		None	10 minutes	



GUIDANCE AND COUNSELING UNIT

EXTERNAL SERVICES



1. APPLICATION FOR COLLEGE ADMISSION TEST

This service aims to check and validate students' application for college admission.

Office or Division:	Office of the Student Affairs and Services- Guidance and Counseling Unit			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	Student Applicants / Incoming Freshmen / Transferees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
College Application Form		Guidance Office DMMMSU-Website		
Form 137/138 (Original Copy)		High School graduated from		
2x2 ID Picture with white background and name tag (2 copies)		The applicant will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request College Admission Application Form	1. Issue College Admission Application Form	None	2 minutes	SAS Head/Staff Guidance Counselor/ Staff
2. Fill-out College Admission Application Form and submit complete requirements	2. Review entries in the College Admission Application Form and receives complete requirements	None	15 minutes	Guidance Counselor/ Examiner
3. Receive test permit	3. Schedule applicant for admission test and issues test permit	None	5 minutes	Guidance Counselor
TOTAL:		None	22 minutes	
Note: The process does not include the administration of the admission test, scoring, interpretation, and generation of results.				



2. COUNSELING SERVICES

This service covers counseling (individual and group) interventions in terms of educational, vocational/placement and personal- social concerns to students enrolled in the university including those with special needs and diverse cultural backgrounds to ensure students' welfare and development in a timely manner.

Office or Division:	Office of the Student Affairs and Services - Guidance and Counseling Unit			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Bonafide students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Student's Identification Card			The student will provide.	
Referral Slip			Dean's Office, Principal's Office, Faculty Member	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out counseling logbook	1. Welcome client/s	None	3 minutes	Guidance Staff
2. Undergo initial interview	2.1 Establish rapport 2.2 Conduct initial interview	None	10 minutes	Guidance Counselor
3. Disclose concern/s	3.1 Provide counseling and appropriate interventions to the clients. 3.2 Prepare letter or referral slips (if necessary).	None	2 hours 15 minutes	Guidance Counselor
4. Receive Feedback slip (If referred)	4.1 Instruct client to give the feedback slip to the referring person 4.2 Schedule the follow-up sessions as needed. Terminate the counseling sessions when completed.	None	7 minutes	Guidance Counselor
	TOTAL:	None	2 hours and 35 minutes	



3. INFORMATION SERVICES

This service aims to provide a venue for students to be better informed about the services of the University, current issues and relevant topics pertaining to personal-social, academics/educational and vocational-occupational necessary for their adjustment in life. This service covers all freshmen and transferee students from kindergarten to Graduate Studies students enrolled in the university.

Office or Division:	Office of the Student Affairs and Services - Guidance and Counseling Unit			
Classification:	Simple Transaction			
Type of Transaction:	G2C- Government to Citizen			
Who may avail:	All Bonafide students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student's Identification Card		The student will provide.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register	1. Assist student to a seat	None	15 minutes	Guidance Staff
2. Listen and participate in the seminar or workshop	2. Conduct seminar or workshop	None	6 hours	Guidance Counselor Guidance Staff Resource Person/s
3. Evaluate the seminar or workshop	3. Distribute evaluation form	None	15 minutes	Guidance Staff/ Counselor
4. Receive Certificates of Participation	4. Release Certificates of Participation	None	15 minutes	Guidance Staff/ Counselor
	TOTAL:	None	6 hours and 45 minutes	



4. TESTING SERVICES- ADMINISTRATION OF PSYCHOLOGICAL TEST

This service aims to assess students objectively and systematically, facilitates self-discovery, self-knowledge and curricular and grade development; with the use of appropriate psychological test for guidance and counseling, monitoring, referral and for research purposes.

Office or Division:	Office of the Student Affairs and Services - Guidance and Counseling Unit			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All bonafide students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Student's Identification Card			The student will provide.	
Referral Slip			Dean's Office, Principal's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report to the Guidance office as scheduled.	1. Welcome client	None	1 minute	Guidance Staff
2. Fill out Guidance Services logbook.	2. Assist client to the testing area.	None	3 minutes	Guidance Staff
3. Take test/s	3.1 Administer test/s.	None	4 hours	Guidance Counselor
	3.2 Schedule release of test result/s	None	2 minutes	Guidance Counselor
4. Receive test result/s as scheduled.	4. Release test result/s as scheduled.	None	5 minutes	Guidance Counselor
	TOTAL:	None	4 hours and 11 minutes	
Note:				
1. This service includes admission test; however, processing and releasing may take months depending on the number of examinees.				
2. The process does not include the processing time for scoring, interpretation, and generation of results.				



OFFICE OF THE REGISTRAR EXTERNAL SERVICES



1. ADMISSION, REGISTRATION AND ENROLMENT

This service permits students to apply and enroll in any particular course.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	New Students (Freshmen, Transferees, Second Courser, Foreign Students)
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
FOR FRESHMEN (Senior High School Graduate)	
Enrolment Permit	Program Chairs
Registration Form	Program Chairs
Form 138 / SF-9 (Original Copy)	School graduated from
Certification of Good Moral Character (Original)	School graduated from
PSA Birth Certificate (Original)	PSA
College Admission Test Result (Original)	DMMMSU (All Campuses) - Guidance Office
2x2 Picture with name tag and in white background (1pc)	Studio or printing copy
FOR TRANSFEREES/COLLEGE GRADUATES	
Enrolment Permit	Program Chairs
Registration Form	Program Chairs
Certificate of Transfer Credentials	Last school attended
Certified True Copy of Grades	Last school attended
Certificate of Good Moral Character	Last school attended
PSA Birth Certificate (Original)	PSA
College Admission Test Result (Original, for transferees only)	DMMMSU (All Campuses) Guidance Office
2x2 Picture with name tag and in white background (1pc)	The student will submit.
FOR FOREIGN STUDENTS	
Enrolment Permit	Program Chairs
Registration Form	Program Chairs
Letter of Intent	Foreign student
Certificate of Completion of a Secondary Curriculum	Last school attended



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Transcript of Record		Last school attended		
Personal Data		Foreign student		
Affidavit of Support		Parents		
Alien Certificate of Registration		DFA		
Alien Fee				
Result of TOEFL/IELTS (for non-native Speakers of English)		Foreign student		
Student Visa		DFA		
Security Clearance from his Embassy		Embassy		
Resident Guarantor of his character		DFA		
CHED Permit		CHED		
2x2 Picture with name tag and in white background (1pc)		Studio or printed copy		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements to the staff.	1. Receive and check submitted documents	None	5 minutes	Staff, Registrar's Office
2. Register new students in the Student Registration and Information System	2. Encode personal profile of the student.	None	10 minutes	Staff, Registrar's Office
3. Issue Admission Slip indicating the Student ID Number.	3. Release Admission Slip with Student ID Number	None	10 minutes	Staff, Registrar's Office
4. The student will proceed to the Program Chair/Institute Director for the subject loading	4. Assign subject load	None		Program Chair/Institute Director
5. The student will accomplish Scholarship Form from the Scholarship Office.	5. Evaluate and Confirm scholarship	None		Scholarship Head
6. The student will go back to the Program Chair/Institute Director or assigned faculty member for the	6. Enlist approved subject load and assess fees.	None		The Program Chair/Institute Director



Enlistment and Assessment of Fees				
7. The student will pay Enrolment fees not covered by FHE (if scholar). Otherwise, the student will pay all required fees	7. Collect fees and issue Official Receipt	C/O Finance Unit		Cashier
8. The student will proceed to the Registrar's office for validation of enrolment.	8. The Student Copy of Assessment Form will be Stamped "ENROLLED".	None	2 minutes	Staff, Registrar's Office
9. Application and processing of Library Card	9. Issue Library Card	Php100.00		Library Staff
10. Registration in the Student Portal	10. Assist student in the registration	None		Library Staff
11. Application and processing of Student ID card	11. Issue Student ID Card	Php 50.00		MIS Staff
TOTAL:		Php 150.00	27 minutes	



2. APPLICATION FOR GRADUATION

This service allows the student to request for evaluation of academic record and apply for graduation if the student satisfactorily completed all the academic requirements leading to a certain degree program.

Office or Division:	Registrar's Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Graduating students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Student ID			Student	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application for graduation.	1. Issue application for graduation	None	2 minutes	Staff, Registrar's Office
2. Submit accomplished application form for review.	2. Evaluate the completeness of the Academic record of the student	None	10 minutes	Campus Registrar and Staff in-charge.
3. Pay graduation fees	3. Issue Official Receipt	None		Staff, Cashier's Office
4. Submit the Official Receipt and the Application form.	4. File the application for graduation form	None	2 minutes	Staff, Registrar's Office
TOTAL:		None	14 minutes	

3. CERTIFICATION, AUTHENTICATION, AND VERIFICATION OF SCHOOL CREDENTIALS/ DOCUMENTS

This service provides the client necessary documents needed for employment, promotion or for any other legal purpose it may serve.

Office or Division:	Registrar's Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students who are officially enrolled in the University or have graduated from the University			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Any valid ID			Client	



Photocopy of Credentials		School graduated		
Official Receipt		DMMMSU		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Payment slip.	1. Issue Payment slip.	None	2 minutes	Staff, Registrar's Office
2. Pay the required fees.	2. Issue Official Receipt	Php20.00/ document – Local Php30.00/ document – National Php50.00/ document – International		Staff, Cashier's Office
3. Return to the RO to submit the photocopy of credentials.	3. Certify, authenticate and verify submitted documents	None	2 minutes	Staff, Registrar's Office
4. Receive the documents and sign in the logbook.	4. Release the requested documents	None	2 minutes	Staff, Registrar's Office

	TOTAL:	Php 20.00/ document – Local Php 30.00/ document – National Php 50.00/ document – International	6 minutes	
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4. COMPLETION OF GRADES

This service allows students to be given a Completion Grade within a specified time.

Office or Division:	Registrar's Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students who are officially enrolled in the University			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Student ID			Student	
Official Receipt			DMMMSU Cashier's Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure payment slip	1. Issue payment slip	None	2 minutes	<i>Staff, Registrar's Office</i>
2. Pay the required fees	2. Issue Official Receipt	Php 25.00- Completion Fee		<i>Staff, Cashier's Office</i>
3. Submit the OR to the RO Staff	3. Issue Completion Form	None	2 minutes	<i>Staff, Registrar's Office</i>
4. Accomplish completion form	4. Sign the completion form	None		Subject Teacher/ Program Chair/Institute Director
5. Submit completion form and sign in the logbook.	5. Receive and file the accomplished completion form	None		Subject Teacher/ Program Chair/Institute Director; <i>Staff, Registrar's Office</i>
TOTAL:		Php 25.00	4 minutes	

5. ADDING/DROPPING OF SUBJECTS

This service allows students to fix conflicting class schedules, add subjects if under loaded, and drop subjects if overloaded.

Office or Division:	Registrar's Office
Classification:	Simple Transaction
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Students who are officially enrolled in the University



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student ID		Student		
Official Receipt		DMMMSU Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish adding/dropping form.	1. Issue adding/dropping form.	None	2 minutes	Staff, Registrar's Office
2. Proceed to Program Chair/Institute Director	2. Sign the adding/dropping form	None		Program Chair/Institute Director
3. Return to the RO to submit the approved adding/dropping form	3. Sign and assess the form.	None	2 minutes	Staff, Registrar's Office
4. Pay the required fees	4. Issue Official Receipt	P50.00/subject		Staff, Cashier's Office
5. Submit a copy of the form to the RO	5. Receive and file the form	None	5 minutes	Staff, Registrar's Office
TOTAL:		P50.00/subject	9 minutes	

6. ISSUANCE OF APPLICATION FORM FOR SHIFTEE/RE-ENROLLEE

This service allows students to apply for a change of course or for purposes of continuing the course.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students who are officially enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student ID		The client will provide.		
Copy of Grades		Student Portal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Secure Shiftee/Re-enrollee Form	1. Issue Shiftee/Re-enrollee Form	None	2 minutes	Staff, Registrar's Office
2. Proceed to the Program Chair/Institute Director and College Dean	2. Sign the shifting / returnee form	None		Program Chair/Institute Director, College Dean
3. Return to the RO to submit the approved shifting / returnee form	3. Change the course in the system and issue admission slip. <ul style="list-style-type: none"> Present Admission slip at the Enrolment area 	None	5 minutes	Staff, Registrar's Office
TOTAL:		None	7 minutes	

7. ISSUANCE OF CERTIFICATE OF ENROLMENT/GRADES/GRADUATION/UNITS EARNED

This service allows retrieval or acquisition of student academic records for any purpose it may be used.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students who are officially enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Registrar's office		
Official Receipt		Cashier		
Student ID (for printing of COE / COG)		Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID to RO staff for printing of Certification requested	1. Search the student records and issue payment slip	None	5 minutes	Staff, Registrar's Office
2. Pay the required fees at the Cashier's Office by presenting the payment slip	2. Process payment of the required fees and issue official receipt	Php20.00 – certification fee		Staff, Cashier's Office



3. Return to the RO and present official receipt	3. Cancel the OR and release the certificate requested	None	2 minutes	Staff, Registrar's Office
4. Record and sign in the logbook	4. Provide Logbook	None	2 minutes	Staff, Registrar's Office
TOTAL:		Php20.00	9 minutes	

8. ISSUANCE OF OFFICIAL TRANSCRIPT OF RECORDS/DIPLOMA OF GRADUATES

This service permits the acquisition of student's credentials for any purpose it may serve.

Office or Division:	Registrar's Office			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Clearance		Registrar's office		
Student ID		Student		
Latest 2x2 ID picture with collar and white background (1pc) (for OTR only)		Studio or printed copy		
2 pcs. Documentary stamps		Registrar's Office		
Official Receipt		DMMMSU		
Authorization Letter, student ID, claimant's ID (if the client is not the owner of the document)		Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished student clearance, request form and other requirements	1. Receive the student clearance, request form, and other requirements	None	5 minutes	Staff, Registrar's Office
2. Pay the required fees	2. Issue Official Receipt	Php 50.00 – first page		Staff, Cashier's Office



		Php 25.00 – succeeding pages		
		Php 150.00 – Diploma		
3. Submit the OR to the RO Staff	3. Process the OTR	None	10 days	Staff, Registrar's Office
4. Receive the OTR and sign in the logbook	4. Release the OTR	None	5 minutes	Staff, Registrar's Office
	TOTAL:	Php 50.00 – first page	10 days 10 minutes	
		Php 25.00 – succeeding pages		
		Php 150.00 - Diploma		

9. ISSUANCE OF PERMIT TO CROSS-ENROLL

This service permits the student to enroll to another school if the subject is not offered in the university for a particular semester or term.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students who are officially enrolled in the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student ID	MIS/ Student			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure permit to cross-enroll form.	1. Issue permit to cross-enroll form.	None	2 minutes	Staff, Registrar's Office



2. Proceed to the Program Chair/Institute Director and Dean	2. Sign the form if approved.	None		Program Chair/Institute Director, Dean
3. Return to the RO to submit the approved permit.	3. Sign the permit	None	2 minutes	Campus Registrar
4. Receive the original copy of the permit.	4. Release the original copy and file the duplicate copy.	None	2 minutes	Staff, Registrar's Office
TOTAL:		None	6 minutes	

10. ISSUANCE OF SECOND COPY OF OFFICIAL TRANSCRIPT OF RECORDS/DIPLOMA OF GRADUATES

This service allows retrieval or acquisition of documents archived and documented by the office for the benefit of the concerned students or for any purposes it may serve.

Office or Division:	Registrar's Office			
Classification:	Complex Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Any Government Valid ID		Student graduate		
1 pc 2x2 picture with collar and white background (for OTR)		Student graduate		
Affidavit Of Loss (For Lost/Damage Diploma)		Law Office		
Official Receipt		DMMMSU		
Authorization Letter, student ID, claimant's ID (if the client is not the owner of the document)		Student graduate		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request form and other requirements	1. Receive the request form, and other requirements	None	5 minutes	Staff, Registrar's Office
2. Pay the required fees	2. Issue Official Receipt	Php 50.00 – first page Php 25.00 – succeeding pages P150.00 - Diploma		Staff, Cashier's Office



3. Submit the OR to the RO Staff	3. Process the OTR/Diploma	None	5 days	Staff, Registrar's Office
4. Receive the OTR and sign in the logbook	4. Release the OTR/Diploma	None	5 minutes	Staff, Registrar's Office
	TOTAL:	Php 50.00 – first page Php 25.00 – succeeding pages P150.00 – Diploma	5 days 10 minutes	

11. REQUEST FOR CERTIFICATE OF TRANSFER CREDENTIALS (CTC)

This service permits the acquisition of students' records for purposes of transferring to other schools.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students who are officially enrolled in the University			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Student Clearance			Registrar's office	
Student ID			The student will provide.	
Documentary stamps (2 pieces)			Registrar's Office	
Official Receipt			Cashier's Office	
Form 137A / Transcript of Records (if transferees)			Student	
Authorization Letter, student ID, claimant's ID (if the client is not the owner of the document)			Student	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the complete requirements to RO, In-charge of Request	1.1 Receive and review all the documents submitted 1.2 Issue request form and claim stub	None	5 minutes	Staff, Registrar's Office
2. Accomplish the request form	2.1 Submit the accomplished request form 2.2 Advise the student to go to the	None	5 minutes	Staff, Registrar's Office



	Cashier's for the payment of required fees			
3. Pay the required fees	3. Issue Official Receipt	Php50.00 – Certificate fee		Staff, Cashier's Office
4.1 Submit the OR to the RO Staff 4.2 Receive the Certificate of Transfer Credentials 4.3 Record and Sign in the logbook	4.1 RO, Staff In-charge will process the Certificate of Transfer Credentials ● Cancel the OR 4.2 Release of certificate of Transfer Credentials	None	10 minutes	Staff, Registrar's Office
	TOTAL:	Php50.00	20 minutes	



INTERNATIONAL AFFAIRS

INTERNAL SERVICES



1. APPLICATION FOR CERTIFICATE OF LEGITIMACY FROM COMMISSION ON HIGHER EDUCATION-INTERNATIONAL AFFAIRS SERVICES (CHED-IAS) VIA THE OFFICE OF INTERNATIONAL

This process involves applying for a Certificate of Legitimacy from CHED-IAS through the IA Office. This certificate likely verifies the authenticity or legitimacy of a certain event or program abroad. **Request with complete documents must be submitted 1-2 months before travel date.**

Office or Division:	International Affairs Office			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen			
Who may avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter to IAS director		SUC/Director for International Affairs		
IAS Form 15, Evaluation Form for the Necessity of Travel for SUCs		International Affairs Office		
Invitation/acceptance letter		Requesting Personnel/ Records Office		
Profile of organizer		Requesting Personnel (Website of the organizer)		
Background information on international conference/meeting		Requesting Personnel (Website of the organization/Institution/ CHED Official Invitation		
Endorsements from Immediate Supervisor, Operating Unit Head		Department/Unit/College where the personnel belong		
Detailed Itinerary (See attached template A)		Requesting Personnel/ IA Office		
Certificate of Availability of Funds and Breakdown of Expenses		Requesting Personnel/Accounting Office		
Application Write-up Form (See attached template B)		Requesting Personnel/ IA Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for travel to SUC International Affairs Office <i>(Note: Documents must be submitted 1-2 months before travel date)</i>	1.1 Receive, record & acknowledge request 1.2 If documents are complete, documents will be evaluated thoroughly. 1.3 If documents are incomplete, contact/ return the documents of the	None None	1 day	IA Director/ Coordinator for Home-Based Education



	requesting personnel to comply and submit lacking documents	None		
2. Wait for reply/endorsement	2.1 Conduct initial evaluation and accomplish Assessment form for Necessity of SUC Foreign Travel	None	2 days	IA Director/ Coordinator for Home-Based Education
	2.2 Submit complete requirements to IAS through email	None	1 day	IA Director/ Coordinator for Home-Based Education
	2.3 Upon receipt of CHED IAS Certificate/ Letter of Legitimacy of event, prepare endorsement with complete attachments for submission to OP	None	2 days (after the release of certificate)	IA Director/ Coordinator for Home-Based Education
	2.4 Endorse to SUC Board of Regents for approval or disapproval	None		SUC President
	2.5 If approved by the Board of Regents, prepare Travel Authority of SUC faculty for signature by the SUC President CHED Chairman signs authority to travel to SUC President (<i>exclusive for SUC President</i>)	None		Board Secretary
	2.6 If not approved by the Board of Regents, inform concerned personnel	None	1 day	Board Secretary/IA Director
3. Receive thru email the communication/endorsement	3.1 Email copy of certificate to requesting personnel	None	1 day	IA Director/ Coordinator for Home-Based Education
TOTAL:		None	8 days	



INTERNATIONAL AFFAIRS

EXTERNAL SERVICES



1. APPLICATION FOR CERTIFICATE OF LEGITIMACY FROM COMMISSION ON HIGHER EDUCATION-INTERNATIONAL AFFAIRS SERVICES (CHED-IAS) VIA THE OFFICE OF INTERNATIONAL

This process involves applying for a Certificate of Legitimacy from CHED-IAS through the IA Office. This certificate likely verifies the authenticity or legitimacy of a certain event or program abroad. **Request with complete documents must be submitted 1-2 months before travel date.**

Office or Division:	International Affairs Office			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G - Government to Government G2C - Government to Citizen			
Who may avail:	Students travelling abroad for conferences, training, and other exchange/mobility programs			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter to IAS director		SUC/Director for International Affairs		
IAS Form 15, Evaluation Form for the Necessity of Travel for SUCs		International Affairs Office		
Invitation/acceptance letter		Requesting Personnel/ Records Office		
Profile of organizer		Requesting Personnel (Website of the organizer)		
Background information on international conference/meeting		Requesting Personnel (Website of the organization/Institution/ CHED Official Invitation)		
Endorsements from Immediate Supervisor, Operating Unit Head		Department/Unit/College where the personnel belong		
Detailed Itinerary (See attached template A)		Requesting Personnel/ IA Office		
Certificate of Availability of Funds and Breakdown of Expenses		Requesting Personnel/Accounting Office		
Application Write-up Form (See attached template B)		Requesting Personnel/ IA Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for travel to SUC International Affairs Office <i>(Note: Documents must be submitted 1-2 months before travel date)</i>	1.1 Receive, record & acknowledge request 1.2 If documents are complete, documents will be evaluated thoroughly. 1.3 If documents are incomplete, contact/ return the documents of the	None None None	1 day	IA Director/ Coordinator for Home-Based Education



	requesting personnel to comply and submit lacking documents			
2. Wait for reply/endorsement	2.1 Conduct initial evaluation and accomplish Assessment form for Necessity of SUC Foreign Travel	None	2 days	IA Director/ Coordinator for Home-Based Education
	2.2 Submit complete requirements to IAS through email	None	1 day	IA Director/ Coordinator for Home-Based Education
	2.3 Upon receipt of CHED IAS Certificate/ Letter of Legitimacy of event, prepare endorsement with complete attachments for submission to OP	None	2 days (after the release of certificate)	IA Director/ Coordinator for Home-Based Education
	2.4 Endorse to SUC Board of Regents for approval or disapproval	None		SUC President
	2.5 If approved by the Board of Regents, prepare Travel Authority of SUC faculty for signature by the SUC President CHED Chairman signs authority to travel to SUC President (<i>exclusive for SUC President</i>)	None		Board Secretary
	2.6 If not approved by the Board of Regents, inform concerned personnel	None	1 day	Board Secretary/IA Director
3. Receive thru email the communication/endorsement	3.1 Email copy of certificate to requesting personnel	None	1 day	IA Director/ Coordinator for Home-Based Education
TOTAL:		None	8 days	



ALUMNI AFFAIRS

EXTERNAL SERVICES



1. INCLUSION OF NEW GRADUATES TO THE ALUMNI DATABASE

This service aims to provide assistance to fresh graduates in their inclusion to the alumni database of the University.

Office or Division:	Alumni Affairs			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	New Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Registration Form (1 hardcopy/ electronic copy)		Alumni Affairs Office (All campuses/OUS)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the registration form.	1.1 Evaluate the accomplished registration form.	None	2 minutes	Head, Alumni Affairs
	1.2 Check the completeness of the data fields.	None	3 minutes	Head, Alumni Affairs
	1.3 Encode the data from the completed registration form	None	3 minutes	Head, Alumni Affairs
	1.4 Update the alumni database	None	2 hours	Head, Alumni Affairs
	TOTAL:	None	2 hours, 8 minutes	

2. COORDINATION OF OFFICERSHIP TO THE ALUMNI ASSOCIATION

This service aims to provide assistance to the officers and members of the alumni association in the conduct of elections.

Office or Division:	Alumni Affairs			
Classification:	Complex Transaction			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Officers and Members of the Alumni Association/Graduates/ Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Calendar of Activities (1 hardcopy/ electronic copy)		Alumni Affairs Office		
Official List of Newly Elected Alumni Association Officers (1 consolidated hardcopy/ electronic copy)		Alumni Affairs Office (Campus) Alumni Affairs Office (Colleges)		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Schedule election date.	1.1 Coordinate election of alumni association officers.	None	3 days	Head, Alumni Affairs / Secretary, Alumni Association
	1.2 Disseminate schedule of election.	None	1 day	Head, Alumni Affairs / Secretary, Alumni Association
	1.3 File the list of the newly elected alumni association officers.	None	5 minutes	Head, Alumni Affairs / Secretary, Alumni Association
	TOTAL:	None	4 days, 5 minutes	

3. OATH TAKING OF THE ALUMNI ASSOCIATION OFFICERS

This service aims to provide assistance to the officers and members of the alumni association in the conduct of oath as officers of the Alumni Association.

Office or Division:	Alumni Affairs			
Classification:	Complex Transaction			
Type of Transaction:	Government to Citizen			
Who may avail:	Officers and Members of the Alumni Association/ Graduates/ Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Calendar of Activities (1 hardcopy/ electronic copy)		Alumni Affairs Office		
Oath of Office Form (1 hardcopy/ electronic copy)		Alumni Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Schedule the date of oath taking ceremony	1.1 Coordinate schedule of oath taking for the alumni association officers	None	3 days	Head, Alumni Affairs / Secretary, Alumni Association
	1.2 Disseminate schedule of oath taking ceremony	None	1 day	Head, Alumni Affairs / Secretary, Alumni Association
	1.3 File the accomplished oath taking forms.	None	5 minutes	Head, Alumni Affairs / Secretary, Alumni Association
TOTAL:		None	4 days, 5 minutes	

4. TRACING AND TRACKING OF ALUMNI

This service aims to provide assistance in tracing and tracking the graduates of the various academic programs in the University.

Office or Division:	Alumni Affairs			
Classification:	Simple Transaction			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	Graduates/ Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Tracing and Tracking Form (1 hardcopy/ electronic copy)		Alumni Affairs Office		
Evidence of Employment (1 hardcopy/ electronic copy) such as Certificate of Employment; Service Record; Office/Agency issued ID, Employment Contract, etc.		Agency of Employment		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up the tracing and tracking form	1.1 Evaluate the accomplished tracing and tracking form.	None	2 minutes	Head, Alumni Affairs
	1.2 Check the completeness of the data fields.	None	3 minutes	Head, Alumni Affairs



	1.3 Encode the data from the completed tracing and tracking form.	None	3 minutes	Head, Alumni Affairs
	1.4 Update the alumni database.	None	2 hours	Head, Alumni Affairs
	TOTAL:	None	2 hours, 8 minutes	



LIBRARY SERVICES AND DEVELOPMENT

INTERNAL SERVICES



1. CIRCULATION OF BOOKS AND OTHER LIBRARY MATERIALS

This service allows bonafide DMMMSU faculty members and staff to borrow and use books and other library materials.

1.1 BORROWING

Bonafide DMMMSU faculty members and staff may borrow books and other library materials.

Office or Division:	Library Services and Development			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DMMMSU faculty and staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Borrower's Card			Main Library College / Unit Libraries	
2. DMMMSU I.D.			Management Information System Office	
3. Employment contract- for contractual faculty members			Human Resource Management Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to the Library Digital Attendance Monitoring System (LDAMS). If the e-log is not available, log in manually in the logbook.	1. Monitor clients' attendance.	None	3 minutes	Librarian / Library Assistant / Library Support Staff
2. Present the borrower's card to the library staff in charge at the Circulation Area. <ul style="list-style-type: none"> • For contractual faculty members, present employment contract. • For Non-DMMMSU clients, present a request/referral 	2. Assist the users in using the Online Public Access Catalog (OPAC) if needed.	None	3 minutes	Librarian / Library Assistant / Library Support Staff



	letter, and a valid ID for approval by the librarian.				
3.	Proceed to the Online Public Access Catalog (OPAC) to search for the desired book/s.	3. Assist the clients in using the Online Public Access Catalog (OPAC), if needed.	None	5 minutes	Librarian / Library Assistant / Library Support Staff
4.	Take note of the call number of the book/s and proceed to the bookshelves to look for the book.	4. Assist the clients in locating books and other materials requested, if needed.	None	10 minutes	Librarian / Library Assistant / Library Support Staff
5.	If material is available proceed to the stack area.	5. Assist the clients in the stack area, if needed.	None	10 minutes	Librarians / Library Assistant / Library Support Staff
6.	Fill out the necessary details in the book card (Date, ID number, Borrower's Name) and borrower's card (Date, Title, Accession number).	6. Assist clients with accomplishing the book and borrower's cards, if needed.	None	3 minutes	Librarians / Library Assistant / Library Support Staff
7.	Present the borrower's card and fill out the book card. <ul style="list-style-type: none"> For Non-DMMMSU clients, present valid I.D. 	7. Check the borrower's and book cards if properly filled out.	None	3 minutes	Librarian / Library Assistant / Library Support Staff
8.	Submit the borrower's card together with the book card.	8. Check out the book on the Koha (Circulation) System by scanning its barcode. If the Koha (Circulation) System is unavailable, manually check out the book(s) and other materials. Inform the clients of the borrowing rules and regulations: <ul style="list-style-type: none"> Filipiniana/Foreign collection- may be loaned out overnight. Fiction books- may be loaned out for a week. 	None	5 minutes	Librarian / Library Assistant / Library Support Staff



	<ul style="list-style-type: none"> • Graduate studies (Books) - may be loaned out for a week. • Law (books) - may be loaned out for two days. • Reserve, Thesis/Dissertation, Audio Visual Materials, Periodical/Serial, General References, and Special Collections are for Library/Room Use only. • Students may borrow two (2) books of different titles at a time. Faculty members may borrow three (3) titles per subject preparation in a semester. • Personnel, and students from other DMMMSU campuses, Alumnae, and Non-DMMMSU clients, are given free access to library resources but for ROOM USE only. 			
9. Receive material.	9. Keep the book card and release the book together with the borrower's card to the user. <ul style="list-style-type: none"> • Non-DMMMSU clients release the book to the user on a "ROOM-USE" only condition 	None	3 minutes	Librarian / Library Assistant / Library Support Staff
TOTAL:		None	45 Minutes	



1.2 RETURNING

To avoid being marked as deficient by the library, bonafide DMMMSU faculty members and staff must return library books and other library materials on time.

Office or Division:	Library Services and Development			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DMMMSU faculty and staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Borrower's Card			Main Library College / Unit Libraries	
2. Official receipt if there is an overdue fine			Cashier	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to the Library Digital Attendance Monitoring System (LDAMS). If the e-log is not available, log in manually in the logbook.	1. Monitor the client's attendance.	None	3 minutes	Librarian / Library Assistant / Library Support Staff
2. Present the borrower's card, borrowed book/s, and other library materials to the library staff in charge at the Circulation Area.	2.1 Check-in the borrowed book/s on the Circulation System by scanning its barcode/s. If the Koha (Circulation) System is unavailable, manually check the book(s) and other materials. 2.2 Check and compute for any overdue fines or lost /damaged books:	None	15 minutes	Librarian / Library Assistant / Library Support Staff



	<ul style="list-style-type: none"> ● Php30.00/book/day (For overnight loaned books). ● Php5.00/book/hour (For Library materials borrowed for "ROOM USE ONLY/for photoduplication"). ● Computation on lost/damaged library materials - <ul style="list-style-type: none"> ● A lost library material must either be (a) paid according to the value as per record or (b) replace with a copy of the same library material or related title of recent edition of the same quality. <p>2.3 If no overdue fine/s, mark the book card and borrower's card's remark with "returned" and return the book card inside the book pocket.</p>	<ul style="list-style-type: none"> ● Php30.00/book/day (For overnight loaned books). ● Php5.00/book/hour (For Library materials borrowed for "ROOM USE ONLY/for photoduplication"). ● The payment of a lost library material shall be computed as follows: <ul style="list-style-type: none"> ● Procurement Cost ● plus 20% of the cost will be added per year from the date of purchase, ● plus 10% processing fee, and ● plus accumulated fines. ● (Refer to example below the table) 		
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3. If overdue, settle the overdue fine at the Cashier.	3. Issue a payment slip with a computed overdue fine.	None	3 minutes	Librarian / Library Assistant / Library Support Staff
4. Pay the cashier, if there are overdue fines.	4. Receive overdue fine and issue Official receipt.	None	15 minutes	Cashier
5. Present Official Receipt to the librarian/staff.	5. Release the borrower's card to the borrower.	None	3 minutes	Librarian / Library Assistant / Library Support Staff
TOTAL:		<ul style="list-style-type: none"> • Php30.00/book/day (For overnight loaned books). • Php5.00/book/hour (For Library materials borrowed for "ROOM USE ONLY/for photoduplication"). 	39 Minutes	

- Appendices include policies and computations for overdue fines and lost or damaged books.

Example:

Material purchased five years ago: Procurement cost PhP100.00

Amount to be paid if lost:

Procurement Cost 100.00 plus 20% per year x 5 years

100.00 plus (20% x 5 year) 200.00

Processing fee 10.00

Total 210.00 plus fines

1.3 DOCUMENT DELIVERY SERVICE

This is a fee-based service for bonafide DMMMSU faculty and staff that process articles and book chapter requests from journals, books, e-resources, and other materials available only in DMMMSU Libraries. These documents are scanned and can be picked up in person or sent electronically via email or other platforms.



Office or Division:	Library Services and Development			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DMMMSU faculty and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. DMMMSU I.D. number		Management Information System Office		
2. Email address and contact number		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit DMMMSU's official website (www.dmmmsu.edu.ph). Under the Academics tab, click Library Services and select OPAC.	1. Maintain the university's official website.	None	3 minutes	MIS Staff
2. Browse the OPAC and search for the title, subject, or author of a particular book.	2. Maintain the university's official website.	None	3 minutes	MIS Staff
3. Select "AskDORLA" (via Google Form).	3.1 Maintain the university's official website; 3.2 Monitor the queries on the online reference service (AskDORLA).	None	3 minutes	MIS Staff Librarian / Library Assistant / Library Support Staff
4. Fill out the necessary details in the Library Inquiry Form (email address, contact number, ID number, full name, sex at birth, campus, inquiry).	4. Maintain the university's official website.	None	3 minutes	MIS Staff
5. Request for a snapshot or snippet of a specific part or chapter of a book.	5. Send the requested soft copy of a snapshot or snippet of a specific part or chapter of a book to the user via email or other platforms. • The client has to provide payment for the cost of mailing the desired documents if he/she	None	1 hour	Librarian / Library Assistant / Library Support Staff
		Rate determined by	3 days	



	desires these to be sent through courier.	courier express.		
	TOTAL:	Computed amount by courier express.	3 days, 1 hour and 12 minutes	

1.4 ACCESS TO ELECTRONIC RESOURCES

This service provides bonafide DMMMSU faculty members and staff information on accessing electronic resources.

Office or Division:	Library Services and Development			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DMMMSU faculty and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. DMMMSU email address		Management Information System Office		
2. User name and Password		Main Library College / Unit Libraries		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit DMMMSU's official website (www.dmmmsu.edu.ph). Under the Academics tab, click Library Services and select OPAC.	1. Maintain the university's official website.	None	3 minutes	MIS Staff
2. Search for the electronic resources needed (digitized theses, dissertations, modules, e-books and e-journals).	2.1 Maintain the university's official website; 2.2 Maintain the Digital Repository (Calibre) and online databases.	None	5 minutes	MIS Staff ILS Administrator



3. Download or open a read copy of the needed electronic resource/s.	3. Maintain the university's official website.	None	10 minutes	MIS Staff
TOTAL:		None	18 minutes	

2. COLLECTION DEVELOPMENT AND MANAGEMENT (SELECTION)

This service allows DMMMSU bonafide faculty members and staff to participate in the selection of library materials.

Office or Division:	Library Services and Development			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DMMMSU faculty and staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Pricelist			Main Library College / Unit Libraries Price lists from bookstores/companies	
2. Duly accomplished Requisition Form			Main Library College / Unit Libraries	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive catalogs, price lists, and requisition forms.	1. Forward/present catalogs and price lists to faculty/ program chairs/ deans.	None	30 minutes	Librarian / Library Assistant / Library Support Staff
2. Select library resources for purchase.	2. Check the requested titles of the books and library materials on the Koha library system to avoid duplication. If the Koha (Circulation) System is not available, check the titles of the book(s) and other materials manually in the accession record.	None	3 days	Librarian / Library Assistant / Library Support Staff Library Committee
3. Submit requests.	3.1 Consolidate the list of library resources for purchase;	None	4 days	Librarian / Library Assistant / Library Support Staff



	3.2 Prepare purchase request then submit it to the Supply Office.			Supply Office
		TOTAL:	None	7 days and 30 minutes

3. ISSUANCE AND RE-ISSUANCE OF BORROWER'S CARD

This service allows bonafide faculty members and staff to secure borrowers' cards.

3.1 ISSUANCE (For new employees/new borrowers' card)

Bonafide newly hired DMMMSU faculty members and staff must secure borrowers' card.

Office or Division:	Library Services and Development			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DMMMSU faculty and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid DMMMSU I.D.		Management Information System Office		
2. Duly accomplished borrower's card application form		Main Library College / Unit Libraries		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present DMMMSU I.D. • For online application visit DMMMSU website (www.dmmmsu.edu.ph). Under the Academics tab, click Library Services and select Borrower's Card Application.	1. Check the submitted DMMMSU ID. • Monitor the online applications.	NONE	5 minutes	Librarian / Library Assistant / Library Support Staff
2. Fill out the borrower's card application form with the necessary details.	2. Check the accomplished borrower's card application form.	NONE	5 minutes	Librarian / Library Assistant / Library Support Staff



3. Submit the filled-out form to the library staff.	3.1 Prepare the borrower's card; 3.2 Validate the borrower's card.	NONE	7 days 5 minutes	Librarian / Library Assistant / Library Support Staff
4. Sign in the borrower's card logbook.	4. Monitor the logbook, if properly signed.	NONE	3 minutes	Librarian / Library Assistant / Library Support Staff
5. Receive the borrower's card.	5. Releases the borrower's card to the clients.	NONE	3 minutes	Librarians / Library Assistant / Library Support Staff
TOTAL:		NONE	7 days and 21 minutes	

3.2 ISSUANCE (For replacement of filled borrower's card)

Bonafide DMMMSU old faculty members and staff must apply for a replacement of filled borrowers' card.

Office or Division:	Library Services and Development			
Classification:	Complex Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DMMMSU faculty and staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Valid DMMMSU I.D.			Management Information System Office	
2. Filled borrower's card			Main Library College / Unit Libraries	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present DMMMSU ID <ul style="list-style-type: none"> For online application visit DMMMSU website (www.dmmmsu.edu.ph). Under the Academics tab, click Library 	1. Check the submitted DMMMSU ID. <ul style="list-style-type: none"> Monitor the online applications. 	None	3 minutes	Librarian / Library Assistant / Library Support Staff



Services and select Borrower's Card Application.				
2. Sign in the borrower's card logbook.	2.1 Validate the borrower's card. 2.2 Prepare a new borrower's card when the existing one is full. 2.3 Monitor the log book, if properly filled out.	None	5 minutes 3 days 3 minutes	Librarians / Library Assistant / Library Support Staff
3. Receive the borrower's card.	3. Releases the borrower's card to the clients.	None	3 minutes	Librarians / Library Assistant / Library Support Staff
TOTAL:		NONE	3 Days and 14 minutes	

3.3 RE-ISSUANCE (For replacement of the lost or damaged borrower's card)

Bonafide DMMMSU old or new faculty members and staff must apply for a replacement of lost or damaged borrowers' card.

Office or Division:	Library Services and Development			
Classification:	Complex Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DMMMSU faculty and staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid DMMMSU I.D.		Management Information System Office		
2. Damaged borrower's card.		Main Library College / Unit Libraries		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report and present lost or damaged borrower's card to the library staff.	1. Verify the lost or damaged borrower's card.	None	3 minutes	Librarian / Library Assistant / Library Support Staff



2. Sign in the borrower's card logbook.	2.1 Prepare a replacement for the lost or damaged borrower's card. 2.2 Monitor the log book, if properly filled out.	None	3 days 3 minutes	Librarians / Library Assistant / Library Support Staff
3. Receive the borrower's card.	3. Releases the borrower's card to the clients.	None	3 minutes	Librarians / Library Assistant / Library Support Staff
TOTAL:		None	3 days and 9 minutes	



LIBRARY SERVICES AND DEVELOPMENT

EXTERNAL SERVICES



1. CIRCULATION OF BOOKS AND OTHER LIBRARY MATERIALS

This service allows bona fide DMMMSU students and non-DMMMSU clients to borrow books and other library materials.

1.1 BORROWING

Bona fide DMMMSU students and non-DMMMSU clients may borrow books and other library materials.

Office or Division:	Library Services and Development			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen & G2G – Government to Government			
Who may avail:	DMMMSU students and other stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Borrower's Card		Main Library College / Unit Libraries		
2. Valid I.D.		Issued by requesting the party's school/agency. or any valid I.D., for example, National ID, SSS, GSIS, Driver's License, etc.		
3. For Non-DMMMSU clients, present a request/referral letter for approval by the librarian.		Issued by requesting party's School/Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to the Library Digital Attendance Monitoring System (LDAMS). If the e-log is not available, log in manually in the logbook.	1. Monitor clients' attendance.	None	3 minutes	Librarian / Library Assistant / Library Support Staff
2. Present the borrower's card to the library staff in charge at the Circulation Area. <ul style="list-style-type: none"> For DMMMSU Students, present valid I.D. For Non-DMMMSU clients, present a request/referral letter, and a valid ID for approval by the librarian. 	2. Assist the users in using the Online Public Access Catalog (OPAC) if needed.	None	4 minutes	Librarian / Library Assistant / Library Support Staff



3. Proceed to the Online Public Access Catalog (OPAC) to search for the desired book/s.	3. Assist the clients in using the Online Public Access Catalog (OPAC), if needed.	None	5 minutes	Librarian / Library Assistant / Library Support Staff
4. Take note of the call number of the book/s and proceed to the bookshelves to look for the book.	4. Assist the clients in locating books and other materials requested, if needed.	None	10 minutes	Librarian / Library Assistant / Library Support Staff
5. If material is available proceed to the stack area.	5. Assist the clients in the stack area, if needed.	None	10 minutes	Librarians / Library Assistant / Library Support Staff
6. Fill out the necessary details in the book card (Date, ID number, Borrower's Name) and borrower's card (Date, Title, Accession number).	6. Assist clients with accomplishing the book and borrower's cards, if needed.	None	3 minutes	Librarians / Library Assistant / Library Support Staff
7. Present the borrower's card and fill out the book card. <ul style="list-style-type: none"> For Non-DMMMSU clients, present valid I.D. 	7. Check the borrower's and book cards if properly filled out.	None	3 minutes	Librarian / Library Assistant / Library Support Staff
8. Submit the borrower's card together with the book card.	8. Check out the book on the Koha (Circulation) System by scanning its barcode. If the Koha (Circulation) System is unavailable, manually check out the book(s) and other materials. Inform the clients of the borrowing rules and regulations: <ul style="list-style-type: none"> Filipiniana/Foreign collection- may be loaned out overnight. Fiction books- may be loaned out for a week. 	None	5 minutes	Librarian / Library Assistant / Library Support Staff



	<ul style="list-style-type: none"> ● Graduate studies (Books) - may be loaned out for a week. ● Law (books) - may be loaned out for two days. ● Reserve, Thesis/Dissertation, Audio Visual Materials, Periodical/Serial, General References, and Special Collections are for Library/Room Use only. ● Students may borrow two (2) books of different titles at a time. Faculty members may borrow three (3) titles per subject preparation in a semester. ● Personnel, and students from other DMMMSU campuses, Alumnae, and Non-DMMMSU clients, are given free access to library resources but for ROOM USE only. 			
9. Receive material.	9. Keep the book card and release the book together with the borrower's card to the user. <ul style="list-style-type: none"> ● Non-DMMMSU clients release the book to the user on a "ROOM-USE" only condition 	None	3 minutes	Librarian / Library Assistant / Library Support Staff
TOTAL:		None	46 Minutes	



1.2 RETURNING

To avoid being marked as deficient by the Library, bonafide DMMMSU students and non-DMMMSU clients must return library books and other library materials on time.

Office or Division:	Library Services and Development			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	DMMMSU students and other stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Borrower's Card		Main Library College / Unit Libraries		
2. Official receipt if there is an overdue fine		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in to the Library Digital Attendance Monitoring System (LDAMS). If the e-log is not available, log in manually in the logbook.	1. Monitor the client's attendance.	None	3 minutes	Librarian / Library Assistant / Library Support Staff



<p>2. Present the borrower's card, borrowed book/s, and other library materials to the library staff in charge at the Circulation Area.</p>	<p>2.1 Check-in the borrowed book/s on the Circulation System by scanning its barcode/s. If the Koha (Circulation) System is unavailable, manually check the book(s) and other materials.</p> <p>2.2 Check and compute for any overdue fines or lost /damaged books:</p> <ul style="list-style-type: none"> ● Php30.00/book/day (For overnight loaned books). ● Php5.00/book/hour (For Library materials borrowed for "ROOM USE ONLY/for photoduplication"). ● Computation on lost/damaged library materials - <ul style="list-style-type: none"> ● A lost library material must either be (a) paid according to the value as per record or (b) replace with a copy of the same 	<p>None</p> <ul style="list-style-type: none"> ● Php30.00/book/day (For overnight loaned books). ● Php5.00/book/hour (For Library materials borrowed for "ROOM USE ONLY/for photoduplication"). ● The payment of a lost library material shall be computed as follows: <ul style="list-style-type: none"> ● Procurement Cost ● plus 20% of the cost will be added per year from the date of purchase, ● plus 10% processing fee, and 	<p>15 minutes</p>	<p>Librarian / Library Assistant / Library Support Staff</p>
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	library material or related title of recent edition of the same quality.	<ul style="list-style-type: none"> • plus accumulated fines. • (Refer to example below the table) 		
	2.3 If no overdue fine/s, mark the book card and borrower's card's remark with "returned" and return the book card inside the book pocket.			
3. If overdue, settle the overdue fine at the Cashier.	3. Issue a payment slip with a computed overdue fine.	None	3 minutes	Librarian / Library Assistant / Library Support Staff
4. Pay the cashier, if there are overdue fines.	4. Receive overdue fine and issue Official receipt.	None	15 minutes	Cashier
5. Present Official Receipt to the librarian/staff.	5. Release the borrower's card to the borrower.	None	3 minutes	Librarian / Library Assistant / Library Support Staff
	TOTAL:	<ul style="list-style-type: none"> • Php30.00/book/day (For overnight loaned books). • Php5.00/book/hour (For Library materials borrowed for "ROOM USE ONLY/for photoduplication"). 	39 Minutes	

- Appendices include policies and computations for overdue fines and lost or damaged books.



Example:

Material purchased five years ago: Procurement cost PhP100.00

Amount to be paid if lost:

Procurement Cost 100.00 plus 20% per year x 5 years

100.00 plus (20% x 5 year) 200.00

Processing fee 10.00

Total 210.00 plus fines

1.3 DOCUMENT DELIVERY SERVICE

This is a fee-based service for bonafide DMMMSU students and non-DMMMSU clients that process articles and book chapter requests from journals, books, e-resources, and other materials available only in DMMMSU Libraries. These documents are scanned and can be picked up in person or sent electronically via email or other platforms.

Office or Division:	Library Services and Development			
Classification:	Complex Transaction			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	DMMMSU students and other stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. DMMMSU ID Number		Management Information System Office		
2. Valid I.D.		Issued by requesting the party's school/agency. or any valid I.D., for example, National ID, SSS, GSIS, Driver's License, etc.		
3. Duly accomplished library Inquiry Form		Main Library College / Unit Libraries		
3.1 Email Address		Requesting Party		
3.2 Mailing Address		Requesting Party		
3.3 Contact Number		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit DMMMSU's official website (www.dmmmsu.edu.ph). Under the	1. Maintain the university's official website.	None	3 minutes	MIS Staff



Academics tab, click Library Services and select OPAC.				
2. Browse the OPAC and search for the title, subject, or author of a particular book.	2. Maintain the university's official website.	None	3 minutes	MIS Staff
3. Select "AskDORLA" (via Google Form).	3.1 Maintain the university's official website; 3.2 Monitor the queries on the online reference service (AskDORLA).	None	3 minutes	MIS Staff Librarian / Library Assistant / Library Support Staff
4. Fill out the necessary details in the Library Inquiry Form (email address, contact number, ID number, full name, sex at birth, campus, inquiry).	4. Maintain the university's official website.	None	3 minutes	MIS Staff
5. Request for a snapshot or snippet of a specific part or chapter of a book.	5. Send the requested soft copy of a snapshot or snippet of a specific part or chapter of a book to the user via email or other platforms. <ul style="list-style-type: none"> The client has to provide payment for the cost of mailing the desired documents if he/she desires these to be sent through courier. 	None Rate determined by courier express.	1 hour 3 days	Librarian / Library Assistant / Library Support Staff
	TOTAL:	Computed amount by courier express.	3 days, 1 hour and 12 minutes	



1.4 ACCESS TO ELECTRONIC RESOURCES

This service provides bonafide DMMMSU students and non-DMMMSU clients information on accessing electronic resources.

Office or Division:	Library Services and Development			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who may avail:	DMMMSU students and other stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. DMMMSU email address		Management Information System Office		
2. User name and Password		Main Library College / Unit Libraries		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit DMMMSU's official website (www.dmmmsu.edu.ph). Under the Academics tab, click Library Services and select OPAC.	1. Maintain the university's official website.	None	3 minutes	MIS Staff
2. Search for the electronic resources needed (digitized theses, dissertations, modules, e-books and e-journals).	2.1 Maintain the university's official website; 2.2 Maintain the Digital Repository (Calibre) and online databases.	None	5 minutes	MIS Staff ILS Administrator
3. Download or open a read copy of the needed electronic resource/s.	3. Maintain the university's official website.	None	10 minutes	MIS Staff
TOTAL:		None	18 minutes	



2. COLLECTION DEVELOPMENT AND MANAGEMENT (SELECTION)

This service allows bonafide DMMMSU students to participate in the selection of library materials.

Office or Division:	Library Services and Development			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	DMMMSU students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Pricelist			Main Library College / Unit Libraries Price lists from bookstores/companies	
2. Duly accomplished Requisition Form			Main Library College / Unit Libraries	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive catalogs, price lists, and requisition forms.	1. Present catalogs and price lists to faculty/ program chairs/ deans.	None	30 minutes	Librarian / Library Assistant / Library Support Staff
2. Select library resources for purchase.	2. Check the requested titles of the books and library materials on the Koha library system to avoid duplication. If the Koha (Circulation) System is not available, check the titles of the book(s) and other materials manually in the accession record.	None	3 days	Librarian / Library Assistant / Library Support Staff Library Committee
3. Submit requests.	3.1 Consolidate the list of library resources for purchase; 3.2 Prepare purchase request then submit it to the Supply Office.	None	4 days	Librarian / Library Assistant / Library Support Staff Supply Office
TOTAL:		None	7 days and 30 minutes	



3. ISSUANCE AND RE-ISSUANCE OF BORROWER'S CARD

This service allows bonafide DMMMSU students to secure borrowers' cards.

3.1 ISSUANCE (For freshmen and transfer students/new borrowers' card)

Bonafide freshmen and transfer DMMMSU students must secure borrowers' card.

Office or Division:	Library Services and Development				
Classification:	Highly Technical				
Type of Transaction:	G2G – Government to Government				
Who may avail:	DMMMSU Students				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Valid DMMMSU I.D.			Management Information System Office		
2. Duly accomplished assessment form			Program Head		
3. Duly accomplished enrollment form			Registrar's Office		
4. Duly accomplished borrower's card application form			Main Library College / Unit Libraries Price lists from bookstores/companies		
CLIENT STEPS	AGENCY ACTIONS		FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present DMMMSU I.D. <ul style="list-style-type: none"> For online application visit DMMMSU website (www.dmmmsu.edu.ph). Under the Academics tab, click Library Services and select 	1. Check the submitted DMMMSU ID. <ul style="list-style-type: none"> Monitor the online applications. 		None	5 minutes	Librarian / Library Assistant / Library Support Staff



Borrower's Card Application.				
2. Fill out the borrower's card application form with the necessary details.	2. Check the accomplished borrower's card application form.	None	5 minutes	Librarian / Library Assistant / Library Support Staff
3. Submit the filled-out form to the library staff.	3.1 Monitor the log book, if properly filled out. 3.2 Prepare the borrower's card; 3.3 Validate the borrower's card.	None	3 minutes 7 days 5 minutes	Librarian / Library Assistant / Library Support Staff
4. Sign in the borrower's card logbook.	4. Monitor the logbook, if properly signed.	None	3 minutes	Librarian / Library Assistant / Library Support Staff
5. Receive the borrower's card.	5. Releases the borrower's card to the clients.	None	3 minutes	Librarians / Library Assistant / Library Support Staff
	TOTAL:	None	7 days and 24 minutes	



3.2 ISSUANCE (For replacement of filled borrower's card)

Bonafide old DMMMSU students must apply for a replacement of filled borrowers' card.

Office or Division:	Library Services and Development			
Classification:	Complex Transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	DMMMSU students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Valid DMMMSU I.D.			Management Information System Office	
2. Filled borrower's card			Main Library College / Unit Libraries	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present DMMMSU ID <ul style="list-style-type: none"> For online application visit DMMMSU website (www.dmmmsu.edu.ph). Under the Academics tab, click Library Services and select Borrower's Card Application. 	1. Check the submitted DMMMSU ID. <ul style="list-style-type: none"> Monitor the online applications. 	None	3 minutes	Librarian / Library Assistant / Library Support Staff
2. Sign in the borrower's card logbook.	2.1 Validate the borrower's card. 2.2 Prepare a new borrower's card when the existing one is full. 2.3 Monitor the log book, if properly filled out.	None	5 minutes 3 days 3 minutes	Librarians / Library Assistant / Library Support Staff
3. Receive the borrower's card.	3. Releases the borrower's card to the clients.	None	3 minutes	Librarians / Library Assistant / Library Support Staff
TOTAL:		NONE	3 Days and 14 minutes	



3.3 RE-ISSUANCE (For replacement of the lost or damaged borrower's card)

Bonafide old or new DMMMSU students must apply for a replacement of lost or damaged borrowers' card.

Office or Division:	Library Services and Development			
Classification:	Simple Transaction			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	DMMMSU students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid DMMMSU I.D.		Management Information System Office		
2. Damaged borrower's card.		Main Library College / Unit Libraries		
3. Official receipt		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report lost or damaged borrower's card to the library staff.	1. Verify the lost or damaged borrower's card and advise the client to pay the replacement fee to the cashier.	None	10 minutes	Librarian / Library Assistant / Library Support Staff
2. Pay the replacement fee.	2. Prepare payment slip.	None	5 minutes	Librarians / Library Assistant / Library Support Staff
3. Pay at the Cashier.	3. Receive payment and issue an official receipt	Php100.00	15 minutes	Librarians / Library Assistant / Library Support Staff
4. Present the official receipt.	4. Prepare replacement of the lost or damaged borrower's card	None	3 minutes	Librarians / Library Assistant / Library Support Staff



5. Sign in the borrower's card logbook	5. Monitor the log book, if properly filled out.	None	3 minutes	Librarians / Library Assistant / Library Support Staff
6. Receive the borrower's card.	6. Release the borrower's card to the user.	None	3 minutes	Librarians / Library Assistant / Library Support Staff
TOTAL:		Php100.00	39 minutes	

***Note (policy on lost or damaged library materials)**

1. Charges, Fines and Penalty

- 1.1 Library users who are not from DMMMSU shall be charged, except those clients coming from institutions who are members of the LIBCORE:

a. Students (undergraduate)	Php 30.00 / visit / day
b. Others	Php 50.00 / visit / day

- 1.2 Fines shall be charged for materials not returned on time. Sundays and holidays are included in the computation of overdue fines:

Overnight Loaned Books	Php 30.00 / book / day
Library Materials Borrowed for Photo Duplication	Php 5.00 / book / hour

- 1.3 Any borrower with overdue books or standing obligations in the library shall not be allowed to borrow books until all library accounts are settled.



1.4. **Lost Library Material (Applicable to all borrowers):**

- 1.4.1 Lost library material must immediately be reported in writing to the librarian. The borrower is given two (2) weeks to look for the lost material; otherwise, the borrower is obliged to replace or pay.
- 1.4.2 A lost library material must either be (a) paid according to the value as per record or (b) replace with a copy of the same library material or related title of recent edition of the same quality. The payment of a lost library material shall be computed as follows:
 - a. Procurement Cost
 - b. plus 20% of the cost will be added per year from the date of purchase,
 - c. plus a 10% processing fee, and
 - d. plus accumulated fines.

Example:

Material purchased five years ago: Procurement cost PhP100.00

Amount to be paid if lost:

Procurement Cost 100.00 plus 20% per year x 5 years

100.00 plus (20% x 5 year) 200.00

Processing fee 10.00

Total 210.00 plus fines

Losses: Library books and materials lost by users shall be subjected to replacement cost, which shall include current cost if available plus 10% for processing cost or the cost of photo-duplication and binding if such items are no longer available in the market (COA Circular No. 94-012 dated September 13, 1994).

1.5 **Damaged Library Material**

- 1.5.1 Damaged library material beyond the normal depreciation shall be replaced with copies of the same books and/or related titles of recent editions of the same quality, otherwise, it shall be considered lost.



1.5.2 Any borrowed book found with missing pages shall be presented immediately to the Librarian or library staff.

Students who will be found violating library rules and policies shall be suspended or meted a penalty in accordance with the gravity of their offense as provided in the Student Handbook.

Reference: Library Manual (June 18, 2020)



NATIONAL SERVICE TRAINING PROGRAM (NSTP)

EXTERNAL SERVICES



1. ISSUANCE OF SERIAL NUMBERS

Issuance of serial numbers to National Service Training Program (NSTP) graduates. This pertains to the two (2) systems being implemented by the NSTP Unit, one with the military or ROTC component processed by the Department of National Defense (may take a year to process) and another with the non-military or CWTS & LTS processed by the Commission on Higher Education (may take a week to process). Once released by the concerned agencies, the serial numbers may already be issued by the University to completers of NSTP.

Office or Division:	National Service Training Program (NSTP)			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	DMMMSU Students who graduated from NSTP			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Principal Client:				
Serial Number Request Form (1 copy)		DMMMSU NSTP Office (Campus/Unit where student completed the NSTP)		
Duly signed official grade in NSTP 101 and 102 (1 copy)		Office of the Chairperson or Office of the Campus Registrar		
Representative:				
Original copy of authorization letter		Requesting Student		
One (1) valid government-issued ID		Government agencies (ID's such as National ID, Driver's License, Senior Citizen ID, etc.)		
Serial Number Request Form (1 copy)		DMMMSU NSTP Office (Campus/Unit where student completed the NSTP)		
Official grade in NSTP 101 and 102 of the student (1 copy)		Office of the Chairperson or Office of the Campus Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly accomplished request form with complete requirements	1.1 Receive the submitted documents from client	None	5 minutes	Staff at DMMMSU NSTP Office
	1.2 Validate the information submitted by the client	None	15 minutes	Staff at DMMMSU NSTP Office
	1.3 Release appropriate serial number to the client	None	5 minutes	Head, NSTP DMMMSU NSTP Office



2. Proceed to the Registrar's office for the inclusion of serial number to the Official Transcript of Record (OTR)/ certification				
	TOTAL:	None	25 minutes	



CULTURAL AFFAIRS UNIT

EXTERNAL SERVICES



1. RECRUITMENT OF TALENTS

This procedure aims to standardize the recruitment process in selecting students/learners who will be joining the pool of talents forming part of the cultural group of the University.

Office or Division:	Cultural Affairs Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Bonafide students/learners of the University			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Caravan/ Booth Structures/ Posters			Campus/ Unit Cultural Office	
Approved Communication			Campus/ Unit Cultural Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Audition Form.	1.1 Issue Audition Form to student/learner applicant. 1.2 Orient student/learner applicant on the audition process	None	10 minutes	Cultural Adviser Head, Cultural Affairs
2. Accomplish and submit Audition Form.	2.1 Receive duly accomplished Audition Form.	None	5 minutes	Cultural Adviser Director, Cultural Affairs Head, Cultural Affairs
	2.2 Evaluate the accomplished Audition Form and give the schedule of audition	None	15 minutes	Cultural Adviser
3. Report for audition.	3.1 Facilitate the audition.	None	20 minutes	Director, Cultural Affairs Head, Cultural Affairs Coach/Adviser
	3.2 Assess performance of student/ learner applicant in the audition.	None	15 minutes	Director, Cultural Affairs Head, Cultural Affairs Coach/Adviser



	3.3 Shortlist the qualified student/ learner-applicants.	None	10 minutes	Adviser/Coach
	3.4 Release/ post audition results	None	1 day	Head, Cultural Affairs Adviser/Coach
	TOTAL:	None	1 day, 1 hour and 15 minutes	

2. REORGANIZATION OF CULTURAL ORGANIZATIONS

This process aims to standardize the reorganization of the various recognized campus cultural organizations.

Office or Division:	Cultural Affairs Unit			
Classification:	Complex Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Bonafide students/learners of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Membership Form		Adviser of the Organization Director, Cultural Affairs Head, Cultural Affairs		
2 copies of 2x2 ID picture		Photo Studio		
Medical Certificate		University Clinic/ any government health facility		
Birth Certificate		PSA		
OPLAN		Cultural Office/Adviser		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.1. Preparation of documents				
1. Request for Re-Organization Form and needed requirements	1. Issue the needed forms and provide a list of requirements	None	5 minutes	Head, SAS Head, Cultural



				Staff at the SAS or Cultural Affairs Office
2. Submit duly accomplished Re-organization Form with required supporting documents	2.1 Receive duly accomplished Re-organization Form with required supporting documents	None	5 minutes	Head, SAS Head, Cultural Staff at the SAS or Cultural Affairs Office
	2.2 Evaluate completeness of supporting documents	None	1 day	SAS Head Cultural Head
3. Receive incomplete set of application for completion and later resubmission	3.1 If supporting documents are incomplete, return the application, subject for completion of required supporting documents and resubmission	None	5 minutes	Head, SAS Head, Cultural Staff at the SAS or Cultural Affairs Office
	3.2 If supporting documents are complete, endorse application for approval	None	2 days	SAS Head Cultural Head
	3.3 Prepare list of approved and recognized cultural organizations	None	1 day	SAS Head Cultural Head
	TOTAL:	None	4 days and 15 minutes	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2.2. Planning of Activities				
1. Prepare and submit OPLAN and activity-based Training Designs	1.1 Receive activity-based Training Designs and OPLAN 1.2 Record the submission	None	1 day	Director, Cultural Affairs Head, Cultural Affairs Facilitators
	1.3 Review the submitted OPLAN and activity-based training design	None	2 days	Head, Cultural Affairs Facilitators
	1.4 Endorse OPLAN and activity-based training designs	None	1 day	Head, Cultural Affairs Director, Cultural Affairs
	1.5 Approve OPLAN and activity-based training designs	None	1 day	Chancellor/ President
	TOTAL:	None	5 days	



3. CULTURAL AWARENESS PROGRAM

This process will bring together and unify newly selected talents and existing performers into the realm of diverse cultural activities in the University. New talents and existing performers will be oriented on the mandate of the cultural unit including participation in competitions and other outside of the university performances. **(Note: Duration of practice is dependent on the level of competition or type of requested performance. *)**

Office or Division:	Cultural Affairs Unit			
Classification:	Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Qualified performers (new recruits and existing performers)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Results of the screening		Organization Adviser		
List of performers/participants		Coach/Adviser		
Travel Order		Coach/Adviser		
Duly Notarized Parent's Waiver		Parents of the concerned student/learner performers		
Approved Excuse Letter/Office Memo		Coach/Adviser		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3.1. Competitions				
1. Participate in culture and arts competitions in the college/campus/university or as per invitation from other agencies/ institutions/ organizations	1.1 Prepare and conduct college, campus and university eliminations	None	5 days	Director, Cultural Affairs Head, Cultural Affairs Adviser/Coach
	1.2 Prepare short list of performers	None		
2. Submit needed documents	2.1 Secure approval of list of participating performers	None	2 days	Director, Cultural Affairs Head, Cultural Affairs
	2.2 Approve list of participating performers	None		Chancellor/ President



3. Attend regular practice/ in-house trainings	3.1 Prepare regular practice/ in-house trainings	None	10 days*	Director, Cultural Affairs Head, Cultural Affairs Adviser/Coach
	3.2 Conduct training/rehearsals and final coaching	None	3 days	Director, Cultural Affairs Head, Cultural Affairs Adviser/Coach
4. Perform during culture and arts competitions	4.1 Monitor different culture and arts competitions			Event Organizer
	4.2 Prepare narrative report after every event/ competition	None	30 Minutes	Director, Cultural Affairs Head, Cultural Affairs Adviser/Coach
	4.3 Submit narrative report with proper documentation		1 minute	
TOTAL:		None	20 days & 31 minutes	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3.2. Extension Performances (Outside the University)				
1. Submit/File request letter or invitation (Requesting Agency)	1.1 Received the request letter or invitation	None	10 minutes	Staff of the Office of the President/ Office of the Chancellor
	1.2 Route communication to concerned office			
	1.3 Coordinate with the requesting agencies/ organizations and confirm request/s	None	2 days	Director, Cultural Affairs Head, Cultural Affairs



	1.4 Prepare short list of performers	None	1 day	Director, Cultural Affairs Head, Cultural Affairs
2. Submit needed documents (Performers)	2.1 Secure approval of list of participating performers	None	1 day	Director, Cultural Affairs Head, Cultural Affairs
	2.2 Approve list of participating performers	None		Chancellor/ President
3. Attend regular practice/ in-house trainings (Performers)	3.1 Prepare regular practice/ in-house trainings	None	5 days*	Director, Cultural Affairs Head, Cultural Affairs Adviser/Coach
	3.2 Conduct training/rehearsals and final coaching	None	3 days*	Director, Cultural Affairs Head, Cultural Affairs Adviser/Coach
4. Perform during culture and arts competitions	4.1 Assist performers during performance/s	None	1 day*	Director, Cultural Affairs Head, Cultural Affairs Adviser/Coach
	4.2 Prepare narrative report after every event/ competition	None	2 days	Director, Cultural Affairs Head, Cultural Affairs Adviser/Coach
	4.3 Submit narrative report with proper documentation		1 day	Director, Cultural Affairs Head, Cultural Affairs Adviser/Coach
TOTAL:		None	16 days & 10 minutes	



4. ARTISTIC ENHANCEMENT AND REFINEMENT OF SKILLS

This process harmonizes the artistic enhancement and refinement of performing skills of the students/learners/talents. (**Duration of activities vary.**)

Office or Division:	Cultural Affairs			
Classification:	(4.1) - Complex; (4.2) - Highly Technical			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Bonafide students/learners of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Training Designs		Adviser/Coach/ Trainer		
Notarized Parent's Waiver		Parents of Concerned student/learner performer		
Evaluation Form		Adviser/Head, Cultural Affair/Director, Cultural Affairs		
Accomplishment report		Adviser/Head Cultural Affair/Director Cultural Affairs		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.1. Trainings and Practices				
1. Submit schedule of trainings/practices and needed requirements	1. Receive Approved Training Designs/Schedule of Activities	None	5 minutes	Coach/Adviser
2. Implement Training Design	2. Monitor trainings and practices	None	5 days *	Coach/Adviser
3. Submit Accomplish Reports	3. Receive and acknowledge the Accomplishment Report	None	1 day	Coach/Adviser
	TOTAL:	None	6 days & 5 minutes	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4.2. Attendance to Seminars, Conferences, Trainings and Workshops				
1. Present approved Communication/ Invitation	1.1 Acknowledge presented communication/ invitation	None	5 minutes	Director, Cultural Affairs Head, Cultural Affairs Adviser/Coach
	1.2 Check availability of slots and budget	None	30 minutes	Coach/Trainer/Adviser
	1.3 Revisit training documents and confer with event organizers	None	2 days	Coach/Trainer/Adviser
2. Attend/participate in the approved activity	2. Implement approved activity and monitor participants	None	5 days*	Coach/Trainer/Adviser/Event Organizer
3. Submit Activity Report	3. Prepare and submit Post Activity Report	None	1 day	Coach/Trainer/Adviser
	TOTAL:	None	8 days and 35 minutes	



SPORTS OFFICE

INTERNAL SERVICES



1. REQUEST TO BORROW SPORTS SUPPLIES AND/OR EQUIPMENT

This process ensures that authorized personnel will properly utilize sports supplies, equipment and other sports facilities owned by the University.

Office or Division:	Sports Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DMMMSU Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
DMMMSU I.D.			University DMMMSU MIS Office	
Properly Accomplished Borrowers Issue Form			Sports Office/Downloadable in the DMMMSU ISO Portal	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request specific sports supplies and/or equipment to be used.	1. Check if the requested sports supplies and/or equipment are available	None	2 hours	Sports Office-Head / Staff
2.1 Accomplish the Borrowers Issue Form and Logbook for one-day use only; 2.2 If it is for an event, a Request Letter with a list of sports supplies and/or equipment is to be given.	2. Ensure that all the details in the Logbook are correct and complete.	None	1 hour	Sports Office-Head / Staff
3. Claim the sports supplies and/ or equipment requested.	3. Release the sports supplies and/ or equipment requested	None	2 hours	Sports Office-Head / Staff
TOTAL:		None	5 hours	



2. RETURN OF SPORTS SUPPLIES AND/OR EQUIPMENT BORROWED

To ensure that the authorized personnel properly returned the sports supplies and/or equipment in condition.

Office or Division:	Sports Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DMMMSU Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
DMMMSU I.D.			University DMMMSU MIS Office	
Properly Borrowers Issue Form			Sports Office/Downloadable in the DMMMSU ISO Portal	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Return specific sports supplies and/or equipment borrowed	1.1 Check if the sports supplies and/or equipment is in good condition 1.2 Verify the number of items returned in reference to the number in the logbook. If anything is damaged or lost, the authorized personnel are held accountable.	None	2 hours	Sports Office-Head / Staff
2. Accomplish the Logbook and affix his/her signature and date of the return	2. Check that all the details in the Logbook are correct and complete.	None	1 hour	Sports Office-Head / Staff
TOTAL:		None	3 hours	



3. RELEASING SPORTS DOCUMENTS

The service allows a systematic procedure of releasing all documents used for Sports-related concerns.

Office or Division:	Sports Office			
Classification:	Simple			
Type of Transaction:	G2G - Government to Citizen G2B - Government to Business G2C - Government to Citizen			
Who may avail:	Government Agencies, Private entities, and Individuals			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
DMMMSU I.D.			University DMMMSU MIS Office	
Borrowers Issue Form			Sports Office/Downloadable in the ISO Portal	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit properly accomplished Borrowers Issue Form.	1. Receive and acknowledge request with supporting document/s.	None	30 minutes	Sports Office-Sports Officer
2. Receive FILE COPY of request.	2.1 Provide file copy of received request to the person concerned.	None	30 minutes	Sports Office-Sports Officer
	2.2 Scan/Photocopy requested document/s based on dissemination instruction.	None	1 hour	Sports Office-Sports Officer
	2.3 Release requested document/s and request concerned person to acknowledge receipt of document/s requested.	None	1 hour	Sports Office-Sports Officer
TOTAL:		None	3 hours	



OFFICES UNDER THE VICE PRESIDENT FOR RESEARCH, DEVELOPMENT, AND INNOVATION



RESEARCH OFFICE INTERNAL SERVICES



1. APPROVAL OF EXTERNAL RESEARCH TRAINING PARTICIPATION

This covers the identification and approval of attendance to external training/seminars.

Office or Division:	Research Office			
Classification:	Complex Transaction			
Type of Transaction:	G2G			
Who may avail:	Faculty and Staff Researchers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Duly Accomplished Request Form			DMMMSU ISO Portal (Research)	
Duly Accomplished Endorsement Form			DMMMSU ISO Portal (Research)	
Copy of the Call for Training with Notation from the President			Operating Unit Research Office / University Research Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents related to the request	1.1 Receive and review submitted documents, facilitate endorsement of College Dean/Institute Director/Section Head	None	1 day	Research Facilitator
	1.2 Receive and review submitted documents and facilitate endorsement of Operating Unit Head		2 days	Research Head
2. Wait for reply/notification	2.1 Receive and review submitted documents	None	2 days	VPRDI, Research Director
	2.2 Facilitate approval from the President	None	1 day	VPRDI, Research Director
3. Receive notification of request results	3. Release signed forms	None	1 day	VPRDI, Research Director, Research Head, Research Facilitator
TOTAL:		None	7 days	



2. APPROVAL OF REQUEST FOR PRESENTATION IN A REGIONAL and NATIONAL SCIENTIFIC FORUM

This covers the identification and approval of presentations in regional and national scientific forums/conferences.

Office or Division:	Research Office			
Classification:	Complex Transaction			
Type of Transaction:	G2G			
Who may avail:	Faculty and Staff of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Request Form		DMMMSU ISO Portal (Research)		
Duly Accomplished Endorsement Form		DMMMSU ISO Portal (Research)		
Notice of Acceptance for Paper Presentation		To be provided by client		
Clearance Form (for terminal report of research to be presented)		Operating Unit Research Office / University Research Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents related to the request	1.1 Receive and review submitted documents, facilitate endorsement of College Dean/Institute Director/Section Head	None	1 day	Research Facilitator
	1.2 Receive and review submitted documents and facilitate endorsement of the Operating Unit Head		2 days	Research Head
2. Wait for reply/notification	2.1 Receive and review submitted documents	None	2 days	VPRDI, Research Director
	2.2 Facilitate approval from the President	None	1 day	VPRDI, Research Director
3. Receive notification of request results	3. Release signed forms	None	1 day	VPRDI, Research Director, Research Head, Research Facilitator
TOTAL:		None	7 days	



3. REVIEW OF REQUEST FOR PRESENTATION IN AN INTERNATIONAL SCIENTIFIC FORUM

This covers the review of documents for presentation in international scientific forums/conferences.

Office or Division:	Research Office			
Classification:	Complex Transaction			
Type of Transaction:	G2G			
Who may avail:	Faculty and Staff of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Request Form		DMMMSU ISO Portal (Research)		
Duly Accomplished Endorsement Form		DMMMSU ISO Portal (Research)		
Notice of Acceptance for Paper Presentation		To be provided by client		
Clearance Form (for terminal report of research to be presented)		Operating Unit Research Office / University Research Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents related to the request	1.1. Receive and review submitted documents, facilitate endorsement of College Dean/Institute Director/Section Head	None	1 day	Research Facilitator
	1.2. Receive and review submitted documents and facilitate endorsement of the Operating Unit Head		2 days	Research Head
2. Wait for reply/notification	2. Receive, review, and forward documents to the Office of the Director for International Affairs	None	2 days	VPRDI, Research Director
TOTAL:		None	5 days	



4. APPROVAL OF REQUEST FOR PRESENTATION IN AN INTERNATIONAL SCIENTIFIC FORUM

This covers the approval of the request for presentation in international scientific forums/conferences upon receipt of the Certificate of Legitimacy from CHED-IAS from the International Affairs Office.

Office or Division:	Research Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G			
Who may avail:	Faculty and Staff of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Request Form		DMMMSU ISO Portal (Research)		
Duly Accomplished Endorsement Form		DMMMSU ISO Portal (Research)		
Notice of Acceptance for Paper Presentation		To be provided by client		
Clearance Form (for terminal report of research to be presented)		Operating Unit Research Office / University Research Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive request results and Certificate of Legitimacy	1. Provide a copy of the Certificate of Legitimacy and facilitate approval from the President	None	1 day	Research Director, VPRDI, Research Head, Research Facilitator
TOTAL:		None	1 day	



5. INITIAL REVIEW OF RESEARCH STUDY PROPOSAL THROUGH DOUBLE-BLIND REVIEW

This covers the initial submission and evaluation of research study proposals through a double-blind review process.

Office or Division:	Research Office			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G			
Who may avail:	Faculty and Staff Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Endorsement Forms Electronic copy and 1 printed copy of the following: <ul style="list-style-type: none"> • Project Proposal / DOST Form 2B (Revised 2019) • Project Workplan / DOST Form B (Revised 2019) • Project Line Item Budget / DOST Form A (Revised 2019) • Budget Breakdown by Source of Fund / DOST Form 2B-2 (Revised 2018) • Curriculum Vitae of Proponents • GAD Checklist • Proposed Data Gathering Instruments (Questionnaire, FGD Protocol, Interview Guide, etc.) 		DMMMSU ISO Portal (Research)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit printed and electronic copy of the research proposal package	1.1 Receive and review submitted documents, facilitate endorsement of College Dean/Institute Director/Section Head	None	1 day	Research Facilitator
	1.2 Receive and review submitted documents and facilitate endorsement of Operating Unit Head		2 days	Research Head



2. Wait for reply/notification of results	2.1 Receive and review documents;	None	2 days	VPRDI, Research Director Research Director
	2.2 Upon receipt of electronic copy, mask proponent identification in the proposal package and send to selected evaluators (University Review Committee)	None	1 day	
	2.3 Review research study proposal	None	4 days	University Review Committee (URC) Research Director
	2.4 Consolidate proposal evaluation results	None	3 days	
3. Receive evaluation results	3. Release proposal evaluation results	None	2 days	VPRDI, Research Director, Research Head, Research Facilitator
TOTAL:		None	15 days	



6. INITIAL REVIEW OF RESEARCH PROJECT PROPOSAL THROUGH DOUBLE-BLIND REVIEW

This covers the initial submission and evaluation of research project proposals through a double-blind review process.

Office or Division:	Research Office			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G			
Who may avail:	Faculty and Staff Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Endorsement Forms Electronic copy and 1 printed copy of the following: <ul style="list-style-type: none"> • Project Proposal / DOST Form 2B (Revised 2019) • Project Workplan / DOST Form B (Revised 2019) • Project Line Item Budget / DOST Form A (Revised 2019) • Budget Breakdown by Source of Fund / DOST Form 2B-2 (Revised 2018) • Curriculum Vitae of Proponents • GAD Checklist • Proposed Data Gathering Instruments (Questionnaire, FGD Protocol, Interview Guide, etc.) 		DMMMSU ISO Portal (Research)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit printed and electronic copy of the research proposal package	1.1 Receive and review submitted documents, facilitate endorsement of College Dean/Institute Director/Section Head	None	1 day	Research Facilitator
	1.2 Receive and review submitted documents and facilitate endorsement of Operating Unit Head		2 days	Research Head



2. Wait for reply/notification of results	2.1 Receive and review documents;	None	2 days	VPRDI, Research Director Research Director
	2.2 Upon receipt of electronic copy, mask proponent identification in the proposal package and send to selected evaluators (University Review Committee)	None	1 day	
	2.3 Review research project proposal	None	6 days	University Review Committee (URC) Research Director
	2.4 Consolidate proposal evaluation results	None	3 days	
3. Receive evaluation results	3. Release proposal evaluation results	None	2 days	VPRDI, Research Director, Research Head, Research Facilitator
TOTAL:		None	17 days	



7. INITIAL REVIEW OF RESEARCH PROGRAM PROPOSAL THROUGH DOUBLE-BLIND REVIEW

This covers the initial submission and evaluation of research program proposals through a double-blind review process.

Office or Division:	Research Office			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G			
Who may avail:	Faculty and Staff Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Endorsement Forms Electronic copy and 1 printed copy of the following: <ul style="list-style-type: none"> • Program Proposal / DOST Form 2A (Revised 2019) • Project Proposal / DOST Form 2B (Revised 2019) • Project Workplan / DOST Form B (Revised 2019) • Project Line Item Budget / DOST Form A (Revised 2019) • Budget Breakdown by Source of Fund / DOST Form 2B-2 (Revised 2018) • Curriculum Vitae of Proponents • GAD Checklist • Proposed Data Gathering Instruments (Questionnaire, FGD Protocol, Interview Guide, etc.) 		DMMMSU ISO Portal (Research)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit printed and electronic copy of the research proposal package	1.1 Receive and review submitted documents, facilitate endorsement of College Dean/Institute Director/Section Head	None	1 day	Research Facilitator
	1.2 Receive and review submitted documents and facilitate endorsement of Operating Unit Head		2 days	Research Head



2. Wait for reply/notification of results	2.1 Receive and review documents;	None	2 days	VPRDI, Research Director Research Director
	2.2 Upon receipt of electronic copy, mask proponent identification in the proposal package and send to selected evaluators (University Review Committee)	None	1 day	
	2.3 Review research program proposal	None	9 days	University Review Committee (URC) Research Director
	2.4 Consolidate proposal evaluation results	None	3 days	
3. Receive evaluation results	3. Release proposal evaluation results	None	2 days	VPRDI, Research Director, Research Head, Research Facilitator
TOTAL:		None	20 days	



8. INITIAL REVIEW OF RESEARCH PROPOSAL THROUGH AGENCY IN-HOUSE REVIEW

This covers the initial submission and evaluation of research proposals through an Agency In-House Review (AIHR).

Office or Division:	Research Office			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G			
Who may avail:	Faculty and Staff Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Endorsement Forms Electronic copy and 1 printed copy of the following: <ul style="list-style-type: none"> • Program Proposal / DOST Form 2A (Revised 2019) – <i>for Program proposals only</i> • Project Proposal / DOST Form 2B (Revised 2019) • Project Workplan / DOST Form B (Revised 2019) • Project Line Item Budget / DOST Form A (Revised 2019) • Budget Breakdown by Source of Fund / DOST Form 2B-2 (Revised 2018) • Curriculum Vitae of Proponents • GAD Checklist • Proposed Data Gathering Instruments (Questionnaire, FGD Protocol, Interview Guide, etc.) 		DMMMSU ISO Portal (Research)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit printed and electronic copy of the research proposal package to the College, Institute or Division	1.1 Receive and review submitted documents, facilitate endorsement of College Dean/Institute Director/Section Head	None	1 day	Research Facilitator
	1.2 Receive and review submitted documents and facilitate endorsement of Operating Unit Head		2 days	Research Head



2. Wait for reply / notification of AIHR schedule	2.1 Receive and review documents	None	2 days	VPRDI, Research Director Research Director
	2.2 Schedule and organize Agency In-House Review activity (Coordinate and finalize venue, food, transportation, and memoranda for all personnel involved)	None	8 days	
3. Present research proposal and answer evaluators' questions	3.1 Review research proposal (AIHR Proper)	None	2 days	University Review Committee (URC) Research Director
	3.2 Consolidate proposal evaluation results	None	3 days	
4. Receive evaluation results	4. Release proposal evaluation results	None	2 days	Research Director, VPRDI, Research Head, Research Facilitator
TOTAL:		None	20 days	



9. FINALIZATION AND RECOMMENDATION OF REVISED RESEARCH PROPOSAL FOR ETHICS REVIEW

This covers the submission, evaluation, and recommendation of revised research proposals for ethics review.

Office or Division:	Research Office			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G			
Who may avail:	Faculty and Staff Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Endorsement Forms Electronic copy and 1 printed copy of the following: <ul style="list-style-type: none"> • Program Proposal / DOST Form 2A (Revised 2019) – <i>for Program proposals only</i> • Project Proposal / DOST Form 2B (Revised 2019) • Project Workplan / DOST Form B (Revised 2019) • Project Line Item Budget / DOST Form A (Revised 2019) • Budget Breakdown by Source of Fund / DOST Form 2B-2 (Revised 2018) • Curriculum Vitae of Proponents • GAD Checklist • Proposed Data Gathering Instruments (Questionnaire, FGD Protocol, Interview Guide, etc.) • Duly Accomplished Research Proposal Compliance Matrix 		DMMMSU ISO Portal (Research)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit printed and electronic copy of the revised research proposal package	1.1 Receive and review submitted documents, facilitate endorsement of College Dean/Institute Director/Section Head	None	1 day	Research Facilitator
	1.2 Receive and review submitted documents and facilitate endorsement of Operating Unit Head		2 days	Research Head



2. Wait for reply/notification and comply with needed updates	2. Receive, review, and finalize the revised research proposal package. If documents need further revision, contact the researcher for corresponding action.	None	15 days	VPRDI, Research Director
3. Submit requirements for research ethics review	3. Forward revised research proposal package, signed recommendation, and ethics review requirements to the Research Ethics Committee (REC) for review	None	2 days	Research Director, VPRDI
TOTAL:		None	20 days	

10. APPROVAL OF RESEARCH PROPOSAL

This covers the submission, evaluation, and final approval of research proposals that passed the ethical review and are recommended for implementation by the University Review Committee.

Office or Division:	Research Office			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G			
Who may avail:	Faculty and Staff Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Ethical Clearance		DMMMSU Research Ethics Committee		
Recommendation for Implementation		Operating Unit Research Office / University Research Office		
Duly Accomplished Endorsement Forms Duly Accomplished Annual Plan Duly Accomplished Quarterly Operational Plans		DMMMSU ISO Portal (Research)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and submit Annual Plan and Quarterly Operational Plans	1.1 Receive and review submitted documents, facilitate endorsement of College Dean/Institute Director/Section Head	None	1 day	Research Facilitator



	1.2 Receive and review submitted documents and facilitate endorsement of Operating Unit Head		2 days	Research Head
2. Wait for reply/notification and comply with needed updates	2.1 Receive, review, and finalize the annual and quarterly plans. If documents need further revision, contact the researcher for corresponding action.	None	7 days	VPRDI, Research Director
	2.2 Facilitate approval from the President	None	3 days	VPRDI, Research Director
3. Receive approved Annual Plan, Quarterly Operational Plans, and Notice to Proceed	3. Release approved annual plan, quarterly operational plans, and Notice to Proceed	None	3 days	VPRDI, Research Director, Research Head, Research Facilitator
4. Acknowledge receipt and submit signed copy of Notice to Proceed	4. Receive and forward signed copy of Notice to Proceed	None	4 days	Research Head, Research Facilitator
TOTAL:		None	20 days	



11. REVIEW OF TECHNICAL REPORT THROUGH AGENCY IN-HOUSE REVIEW

This covers the submission and evaluation of technical reports through presentation in the Agency In-House Review (AIHR) of Completed and Ongoing Research.

Office or Division:	Research Office			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G			
Who may avail:	Faculty and Staff Researchers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Duly Accomplished Request Form			DMMMSU ISO Portal (Research)	
Duly Accomplished Endorsements Form			DMMMSU ISO Portal (Research)	
Electronic and 1 printed copy of the following: For internally-funded researches: Technical Report Form and Applicable research outputs			DMMMSU ISO Portal (Research)	
For externally-funded researches: Prescribed format by funding agency			Website of Funding Agency	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit electronic and printed copy of the revised terminal report and other research outputs	1.1 Receive and review submitted documents, facilitate endorsement of College Dean/Institute Director/Section Head	None	1 day	Research Facilitator
	1.2 Receive and review submitted documents and facilitate endorsement of Operating Unit Head		2 days	Research Head
2. Wait for reply / notification of AIHR schedule	2.1 Receive and review documents	None	2 days	VPRDI,
	2.2 Schedule and organize Agency In-House Review activity (Coordinate and finalize venue, food, transportation, and memoranda for all personnel involved)	None	8 days	Research Director Research Director



3. Present research and answer evaluators' questions	3.1 Review technical report (AIHR Proper)	None	2 days	Pool of Experts
	3.2 Consolidate comments and suggestions	None	3 days	Research Director
4. Receive summary of comments and suggestions	4. Release summary of comments and suggestions	None	2 days	VPRDI, Research Director, Research Head, Research Facilitator
TOTAL:		None	20 days	

12. REVIEW OF TECHNICAL REPORT (AS AN ALTERNATIVE TO AGENCY IN-HOUSE REVIEW)

This covers the submission and evaluation of technical reports.

Office or Division:	Research Office			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G			
Who may avail:	Faculty and Staff Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Request Form		DMMMSU ISO Portal (Research)		
Duly Accomplished Endorsements Form		DMMMSU ISO Portal (Research)		
Electronic and 1 printed copy of the following:				
For internally-funded researches:				
Technical Report Form and Applicable research outputs		DMMMSU ISO Portal (Research)		
For externally-funded researches:				
Prescribed format by funding agency		Website of Funding Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit electronic and printed copy of the revised terminal report and other research outputs	1.1 Receive and review submitted documents, facilitate endorsement of College Dean/Institute	None	1 day	Research Facilitator



	Director/Section Head 1.2 Receive and review submitted documents and facilitate endorsement of Operating Unit Head		2 days	Research Head
2. Wait for reply / notification of results	2.1 Receive, and review documents	None	2 days	VPRDI, Research Director
	2.2 Forward technical report to selected evaluators (Clearing House)	None	1 day	Research Director
	2.3 Review technical report and other research outputs	None	9 days	Clearing House (Pool of experts)
	2.4 Consolidate evaluation results (comments and suggestions)	None	3 days	Research Director
3. Receive evaluation results	3. Release evaluation results (comments and suggestions)	None	2 days	VPRDI, Research Director, Research Head, Research Facilitator
TOTAL:		None	20 days	



13. INITIAL REVIEW OF TERMINAL REPORT

This covers the submission and evaluation of terminal reports.

Office or Division:	Research Office			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G			
Who may avail:	Faculty and Staff Researchers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Duly Accomplished Request Form Duly Accomplished Endorsements Form Duly Accomplished Compliance Matrix (Technical Report) Electronic and 1 printed copy of the following: For internally-funded researches: Terminal Report Form and Applicable research outputs For externally-funded researches: Prescribed format by funding agency			DMMMSU ISO Portal (Research) DMMMSU ISO Portal (Research) DMMMSU ISO Portal (Research) DMMMSU ISO Portal (Research) Website of Funding Agency	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit electronic and printed copy of the terminal report and other research outputs	1.1 Receive and review submitted documents, facilitate endorsement of College Dean/Institute Director/Section Head	None	1 day	Research Facilitator
	1.2 Receive and review submitted documents and facilitate endorsement of Operating Unit Head		2 days	Research Head
2. Wait for reply / notification of results	2.1 Receive and review documents based on the compliance matrix	None	2 days	VPRDI, Research Director
	2.2 Provide additional comments and suggestions for the improvement of the terminal report	None	6 days	Research Director
3. Receive evaluation results	3. Release evaluation results	None	2 days	VPRDI, Research Director, Research Head, Research Facilitator
TOTAL:		None	13 days	



14. FINAL REVIEW AND APPROVAL OF TERMINAL REPORT

This covers the approval of terminal reports.

Office or Division:	Research Office			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G			
Who may avail:	Faculty and Staff Researchers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Duly Accomplished Request Form Duly Accomplished Endorsements Form Duly Accomplished Compliance Matrix (Terminal Report) Previous copy of the Terminal Report (with comments) Electronic and 5 soft-bound copies of the following: For internally-funded researches: Terminal Report Form and Applicable research outputs For externally-funded researches: Prescribed format by funding agency			DMMMSU ISO Portal (Research) DMMMSU ISO Portal (Research) DMMMSU ISO Portal (Research) DMMMSU ISO Portal (Research) Website of Funding Agency	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit electronic and printed copy of the final terminal report and other research outputs	1.1 Receive and review submitted documents, facilitate endorsement of College Dean/Institute Director/Section Head 1.2 Receive and review submitted documents and facilitate endorsement of Operating Unit Head	None	1 day	Research Facilitator
2. Wait for reply / notification	2. Receive and review documents based on the compliance matrix	None	2 days	Research Head
3. Receive Clearance Form	3. Release Clearance Form	None	3 days	VPRDI, Research Director
		None	2 days	VPRDI, Research Director, Research Head, Research Facilitator
TOTAL:		None	8 days	



15. REVIEW OF POLICY PAPERS

This covers the submission and evaluation of policy papers and coordination with concerned agencies as regards the adoption and implementation of the recommended policy.

Office or Division:	Research Office			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G			
Who may avail:	Faculty and Staff Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Request Form		DMMMSU ISO Portal (Research)		
Duly Accomplished Endorsement Form		DMMMSU ISO Portal (Research)		
Electronic and 1 printed copy of the following: Policy Paper Template		University Research Office / Concerned Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a copy of the policy paper	1.1 Receive and review submitted documents, facilitate endorsement of College Dean/Institute Director/Section Head	None	1 day	Research Facilitator
	1.2 Receive and review submitted documents and facilitate endorsement of Operating Unit Head		2 days	Research Head
2. Wait for reply / notification	2. Receive and review documents, and evaluate policy paper	None	12 days	VPRDI, Research Director, Legal Office
3. Receive notification of presentation schedule	3.1 Facilitate presentation of the policy paper to concerned agency	None	3 days	Research Director
	3.2 Notify schedule of presentation	None	2 days	VPRDI, Research Director, Research Head, Research Facilitator
TOTAL:		None	20 days	



16. APPROVAL AND DISSEMINATION OF POLICY PAPERS

This covers the submission and approval of adoption/implementation of policy papers after presentation to the concerned agency.

Office or Division:	Office of the Vice President for Research, Development, and Innovation			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G			
Who may avail:	Faculty and Staff Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Request Form		DMMMSU ISO Portal (Research)		
Duly Accomplished Endorsement Form		DMMMSU ISO Portal (Research)		
Duly Accomplished Compliance Matrix				
Electronic and 1 printed copy of the following: Policy Paper Template		University Research Office / Concerned Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit revised and final copy policy paper according to comments and recommendations	1.1 Receive and review submitted documents, facilitate endorsement of College Dean/Institute Director/Section Head	None	1 day	Research Facilitator
	1.2 Receive and review submitted documents and facilitate endorsement of Operating Unit Head		2 days	Research Head
2. Wait for reply / notification	2.1 Receive and review integration of comments and recommendation;	None	3 days	VPRDI, Research Director
	2.2 Submit revised policy paper to concerned agency	None	2 days	VPRDI, Research Director
3. Receive Notice of approval and/or adoption	3. Coordinate with concerned agency on the approval and adoption of the policy paper	None	2 days	Research Director
TOTAL:		None	10 days	



RESEARCH OFFICE EXTERNAL SERVICES



1. APPROVAL OF REQUEST FOR PRESENTATION IN A REGIONAL and NATIONAL SCIENTIFIC FORUM

This covers the identification and approval of presentations in regional and national scientific forums/conferences.

Office or Division:	Research Office			
Classification:	Complex Transaction			
Type of Transaction:	G2G			
Who may avail:	Students of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Request Form		DMMMSU ISO Portal (Research)		
Duly Accomplished Endorsement Form		DMMMSU ISO Portal (Research)		
Notice of Acceptance for Paper Presentation		To be provided by client		
Clearance Form (for terminal report of research to be presented)		Operating Unit Research Office / University Research Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents related to the request	1.1 Receive and review submitted documents, facilitate endorsement of College Dean/Institute Director/Section Head	None	1 day	Research Facilitator
	1.2 Receive and review submitted documents and facilitate endorsement of the Operating Unit Head		2 days	Research Head
2. Wait for reply/notification	2.1 Receive and review submitted documents	None	2 days	VPRDI, Research Director
	2.2 Facilitate approval from the President	None	1 day	VPRDI, Research Director



3. Receive notification of request results	3. Release signed forms	None	1 day	VPRDI, Research Director, Research Head, Research Facilitator
TOTAL:		None	7 days	

2. REVIEW OF REQUEST FOR PRESENTATION IN AN INTERNATIONAL SCIENTIFIC FORUM

This covers the review of documents for presentation in international scientific forums/conferences.

Office or Division:	Research Office			
Classification:	Complex Transaction			
Type of Transaction:	G2G			
Who may avail:	Students of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Request Form		DMMMSU ISO Portal (Research)		
Duly Accomplished Endorsement Form		DMMMSU ISO Portal (Research)		
Notice of Acceptance for Paper Presentation		To be provided by client		
Clearance Form (for terminal report of research to be presented)		Operating Unit Research Office / University Research Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required documents related to the request	1.1 Receive and review submitted documents, facilitate endorsement of College Dean/Institute Director/Section Head	None	1 day	Research Facilitator
	1.2 Receive and review submitted documents and facilitate endorsement of the Operating Unit Head		2 days	Research Head



2. Wait for reply/notification	2. Receive, review, and forward documents to the Office of the Director for International Affairs	None	2 days	VPRDI, Research Director
TOTAL:		None	5 days	

3. APPROVAL OF REQUEST FOR PRESENTATION IN AN INTERNATIONAL SCIENTIFIC FORUM

This covers the approval of the request for presentation in international scientific forums/conferences upon receipt of the Certificate of Legitimacy from CHED-IAS from the International Affairs Office.

Office or Division:	Research Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G			
Who may avail:	Students of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Accomplished Request Form		DMMMSU ISO Portal (Research)		
Duly Accomplished Endorsement Form		DMMMSU ISO Portal (Research)		
Notice of Acceptance for Paper Presentation		To be provided by client		
Clearance Form (for terminal report of research to be presented)		Operating Unit Research Office / University Research Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive request results and Certificate of Legitimacy	1. Provide a copy of the Certificate of Legitimacy and facilitate approval from the President	None	1 day	Research Director, VPRDI, Research Head, Research Facilitator
TOTAL:		None	1 day	



EXTENSION OFFICE INTERNAL SERVICES



1. APPROVAL OF EXTENSION PROPOSAL

This covers the process of submission, evaluation, and approval of extension proposals.

Office or Division:	University Extension Office			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G			
Who may avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Electronic copy and 1 printed copy of the following: <ul style="list-style-type: none"> • Program Proposal / DOST Form 2A (Revised 2019) – <i>for Program proposals only</i> • Project Proposal / DOST Form 2B (Revised 2019) • Project Workplan / DOST Form B (Revised 2019) • Project Line Item Budget / DOST Form A (Revised 2019) • Budget Breakdown by Source of Fund / DOST Form 2B-2 (Revised 2018) • Curriculum Vitae of Proponents 		Operating Unit Extension Office University Extension Office Office of the Vice President for Research Development and Innovation (URDI)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit extension project proposal package to the College, Institute or Division	1. Review the completeness of the submitted proposal package for endorsement to Operating Unit Extension Office	None	1 day	Extension Facilitator College Dean/Institute Director
2. Submit revised extension project proposal package to the Operating Unit through the Extension Office	2. Evaluate and issue the evaluation results to proponents through the College, Institute, or Division and endorses the proposals to the University Extension Office	None	5 days	Extension Head Operating Unit Review Committee Head of Operating Unit



3. Submit revised extension project proposal package to the University through the Extension Office	3. Evaluate and issue the evaluation results of proposals to the proponents through the Operating Unit Extension Office and endorses the proposal to the Office of the President for approval.	None	8 days	Extension Director Vice President for Research Development and Innovation (URDI) University Review Committee (URC)
4. Prepare and submit Annual Plan, Quarterly Operational Plan and Work & Financial Plan	4. Review and submit the Annual Plan, Quarterly Operational Plan and Work & Financial Plan to the Operating Unit Extension Office	None	1 day	Extension Facilitator Extension Head
5. Prepare and submit revised Annual Plan, Quarterly Operational Plan and Work & Financial Plan	5. Review the Annual Plan, Quarterly Operational Plan and Work & Financial Plan for the President's approval	None	2 days	Extension Director Vice President for URDI
6. Receive the Notice to Proceed	6. Issue the Notice to Proceed to the Extension professionals/ worker through the Operating Unit extension Office	None	1 day	Vice President for URDI
	TOTAL:	None	18 days	



2. APPROVAL OF TERMINAL REPORTS (EXTENSION)

This covers the process of submission, evaluation, and approval of terminal reports.

Office or Division:	University Extension			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G			
Who may avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>Electronic and 1 printed copy of the following:</p> <p>For internally-funded extension projects: Terminal Report Form (DMMMSU-RES-F-018) and Applicable extension outputs</p> <p>For externally-funded extension projects: Prescribed format by funding agency</p>		<p>Operating Unit Extension Office University Extension Office</p> <p>Office of the Vice President for Research, Development and Innovation</p> <p>Extension Funding Agency</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and submit a Terminal Report and corresponding expected extension output	1. Review and forward the Terminal Report and corresponding extension output to the Operating Unit Extension Office	None	2 days	Extension Facilitator
2. Prepare and submit a Terminal Report and corresponding expected extension output	2. Review and forward the Terminal Report and corresponding extension output to the University Extension Office	None	3 days	Extension Head



3. Receive a Clearance for Approved Terminal Report	3. Review the Terminal Report and corresponding extension output, and communicate any additional comment / suggestion to the extension professionals/worker.	None	3 days	Clearing House
4. Submit final electronic and printed copies of the terminal report and corresponding extension output	4. Review integration of comments and suggestions and Issue a Clearance for approved terminal reports and extension output.	None	2 days	Extension Director
TOTAL:		None	10 days	

3. REQUEST FOR TRAINING

This covers the submission, evaluation, and approval of Training Design.

Office or Division:	University Extension Office	
Classification:	Complex Transaction	
Type of Transaction:	G2G	
Who may avail:	Faculty and Staff	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Electronic and 1 printed copy of the following: Training Design (DMMMSU-EXT-F-024) Request Form (DMMMSU-EXT-F-014)		Operating Unit Extension Office University Extension Office Office of the Vice President for Research, Development and Innovation (URDI)



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Training design to the College, Institute or Division	1. Review the completeness of the submitted training design for endorsement to operating Unit Extension Office	None	1 days	Extension Facilitator College Dean/Institute Director
2. Submit revised training design to the Operating Unit through the Extension Office	2. Evaluate and issue the evaluation results to proponents the College, Institute, or Division and endorses to the University Extension Office	None	2 days	Extension Head Operating Unit Review Committee Head of Operating Unit
3. Submit revised training design to the University through the Extension Office	3. Evaluate and issue the evaluation results of training design to the proponents through then Operating Unit Extension Office and endorses to the Office of the President for Approval	None	3 days	University Coordinator for Training Director, Extension VPRDI
4. Receive the Notice to Proceed	4. Issue the Notice to Proceed to the Extension Professional/Worker through the Operating Unit Extension Office	None	1 day	VPRDI
	TOTAL:	None	7 days	



EXTENSION OFFICE

EXTERNAL SERVICES



1. REQUEST FOR TRAINING

This covers the submission, evaluation, and approval of Training Design.

Office or Division:	University Extension Office			
Classification:	Complex Transaction			
Type of Transaction:	G2G			
Who may avail:	Stakeholders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Electronic and 1 printed copy of the following: Training Design (DMMMSU-EXT-F-024) Request Form (DMMMSU-EXT-F-014)			Operating Unit Extension Office University Extension Office of the Vice President for Research, Development and Innovation (URDI)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Training design to the College, Institute or Division	1. Review the completeness of the submitted training design for endorsement to operating Unit Extension Office	None	1 days	Extension Facilitator College Dean/Institute Director
2. Submit revised training design to the Operating Unit through the Extension Office	2. Evaluate and issue the evaluation results to proponents the College, Institute, or Division and endorses to the University Extension Office	None	2 days	Extension Head Operating Unit Review Committee Head of Operating Unit
3. Submit revised training design to the University through the Extension Office	3. Evaluate and issue the evaluation results of training design to the proponents through then Operating Unit Extension Office and endorses to the Office of the President for Approval	None	3 days	University Coordinator for Training Director, Extension VPRDI
4. Receive the Notice to Proceed	4. Issue the Notice to Proceed to the Extension Professional/Worker through the Operating Unit Extension Office	None	1 day	VPRDI
TOTAL:		None	7 days	



INNOVATION AND TECHNOLOGY COMMERCIALIZATION OFFICE

INTERNAL SERVICES



1. EVALUATION AND SUBMISSION OF INTELLECTUAL PROPERTY REGISTRATION APPLICATION

This covers the evaluation and submission of application for intellectual property registration to IPOPHIL

Office or Division:	University Research, Development and Innovation Office	
Classification:	Highly Technical Transaction	
Type of Transaction:	G2G	
Who may avail:	Faculty and Staff	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Form (DMMMSU-RES-F025, 2 hard copies)	1. Operating Unit, Innovation and Technology Commercialization Office	
2. Endorsement Form (DMMMSU-RES-F002, 2 hard copies)	2. Head, Operating Unit	
3. ISO Form (depending on your application):	3. Operating Unit Innovation and Technology Commercialization Office	
A. Invention Disclosure Form (DMMMSU-RES-F-026, 2 hard copies)		
B. Invention Specification Form for Utility Model (DMMMSU-RES-F-028, 2 hard copies)		
C. Invention Specification Form for Industrial Design (DMMMSU-RES-F-029, 2 hard copies)		
D. Invention Specification Form for Patent (DMMMSU-RES-F-027, 2 hard copies)		
E. Prior Art Search (PAS Report) (DMMMSU-RES-F-030, 2 hard copies)		
4. Transaction Form (IPOPHIL)	4. Operating Unit Innovation and Technology Commercialization Office	
5. IMEC Certification (for Copyright applications of Instructional Materials)	5. Office of VPAAIA	
6. Certification of IEC Evaluation	6. Publication and IEC Materials Office	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required forms for IP registration	1.1 Evaluate the submitted IP forms and endorse the application	None	2 days	College Dean / Institute Director, Head of ITCO, Head of Operating Unit
	1.2 Receive IP application documents and endorse to Innovation Technology Commercialization Office	None	1 day	VP-RDI
	1.3 Evaluate IP registration documents	None	14 days	ITCO
	1.4 Submit the IP documents to VP RDI Office	None	1 day	ITCO
	1.5 Submit to the OP for Approval	None	1 day	VP-RDI Office
	1.6 Submit approved application to IPOPHIL	None	1 day	ITCO
	TOTAL:	None	20 days	

2. REQUEST FOR ASSISTANCE ON THE SUBMISSION OF RESPONSE FORMALITY REPORT OF INTELLECTUAL PROPERTY APPLICATION

This covers the submission of Formality Report Response to Intellectual property application

Office or Division:	University Research, Development and Innovation Office
Classification:	Highly Technical
Type of Transaction:	G2G
Who may avail:	Faculty and Staff



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form (2 hard copies) 2. Endorsement Form (2 hard copies) 3. Formality Examination Report (from IPOPHIL)		1. Operating Unit Innovation and Technology Commercialization Office 2. Head, Operating Unit 3. Operating Unit Innovation and Technology Commercialization Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request form and formality examination report	1.1 Evaluate the documents and endorse the request	None	2 days	College Dean / Institute Director, Head of ITCO, Head of Operating Unit
	1.2 Receive the documents and endorse to Innovation Technology Commercialization Office	None	1 day	VP-RDI
	1.3 Review the findings and recommend response to the formality defects	None	7 days	ITCO
2. Prepare and submit response to the received formality examination report	2.1 Prepare the amended claim, description, and abstract	None	7 days	ITCO
	2.2 Submit the applicant's response and the amended claim, description and abstract to IPOPHIL (online)	None	2 hours	ITCO
	TOTAL:	None	17 days, 2 hours	



3. REQUEST OF THE PHOTOCOPY OF THE IPOPHIL CERTIFICATE

This covers the process of releasing the photocopy of IPOPHIL certificate

Office or Division:	University Research, Development and Innovation Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G			
Who may avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.Request Form (2 hard copies) 2. Endorsement Form (2 hard copies) 3.IP Utilization Plan		1.Operating Unit Innovation and Technology Commercialization Office 2.Head, Operating Unit 3.Operating Unit Innovation and Technology Commercialization Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request form	1.1 Evaluate the request and endorse the request	None	1 day	College Dean / Institute Director, Head of ITCO, Head of Operating Unit
	1.2 Receive the request and endorse to Innovation Technology Commercialization Office	None	4 hours	VP-RDI
	1.3 Evaluate the IP Utilization Plan and recommend commercialization (if qualified)	None	1 day	ITCO
	1.4 Scan, photocopy, and release the IPOPHIL Certificate	None	30 minutes	ITCO
2. Receive photocopy of IPOPHIL certificate				
	TOTAL:	None	2 days, 4 hours, 30 mins	



INNOVATION AND TECHNOLOGY COMMERCIALIZATION OFFICE

EXTERNAL SERVICES



1. EVALUATION AND SUBMISSION OF INTELLECTUAL PROPERTY REGISTRATION APPLICATION

This covers the evaluation and submission of application for intellectual property registration to IPOPHIL

Office or Division:	University Research, Development and Innovation Office	
Classification:	Highly Technical Transaction	
Type of Transaction:	G2C	
Who may avail:	Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Form (DMMMSU-RES-F025, 2 hard copies)	1. Operating Unit, Innovation and Technology Commercialization Office	
2. Endorsement Form (DMMMSU-RES-F002, 2 hard copies)	2. Head, Operating Unit	
3. ISO Form (depending on your application): F. Invention Disclosure Form (DMMMSU-RES-F-026, 2 hard copies) G. Invention Specification Form for Utility Model (DMMMSU-RES-F-028, 2 hard copies) H. Invention Specification Form for Industrial Design (DMMMSU-RES-F-029, 2 hard copies) I. Invention Specification Form for Patent (DMMMSU-RES-F-027, 2 hard copies) J. Prior Art Search (PAS Report (DMMMSU-RES-F-030, 2 hard copies)	3. Operating Unit Innovation and Technology Commercialization Office	
4. Transaction Form (IPOPHIL)	4. Operating Unit Innovation and Technology Commercialization Office	
5. IMEC Certification (for Copyright applications of Instructional Materials)	5. Office of VPAAIA	
6. Certification of IEC Evaluation	6. Publication and IEC Materials Office	



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit required forms for IP registration	1.1 Evaluate the submitted IP forms and endorse the application	None	2 days	College Dean / Institute Director, Head of ITCO, Head of Operating Unit
	1.2 Receive IP application documents and endorse to Innovation Technology Commercialization Office	None	1 day	VP-RDI
	1.3 Evaluate IP registration documents	None	14 days	ITCO
	1.4 Submit the IP documents to VP RDI Office	None	1 day	ITCO
	1.5 Submit to the OP for Approval	None	1 day	VP-RDI Office
	1.6 Submit approved application to IPOPHIL	None	1 day	ITCO
	TOTAL:	None	20 days	



2. REQUEST FOR ASSISTANCE ON THE SUBMISSION OF RESPONSE FORMALITY REPORT OF INTELLECTUAL PROPERTY APPLICATION

This covers the submission of Formality Report Response to Intellectual property application

Office or Division:	University Research, Development and Innovation Office			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Request Form (2 hard copies)			1.Operating Unit Innovation and Technology Commercialization Office	
2. Endorsement Form (2 hard copies)			2.Head, Operating Unit	
3.Formality Examination Report (from IPOPHIL)			3.Operating Unit Innovation and Technology Commercialization Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request form and formality examination report	1.1 Evaluate the documents and endorse the request	None	2 days	College Dean / Institute Director, Head of ITCO, Head of Operating Unit
	1.2 Receive the documents and endorse to Innovation Technology Commercialization Office	None	1 day	VP-RDI
	1.3 Review the findings and recommend response to the formality defects	None	7 days	ITCO



2. Prepare and submit response to the received formality examination report	2.1 Prepare the amended claim, description, and abstract	None	7 days	ITCO
	2.2 Submit the applicant's response and the amended claim, description and abstract to IPOPHIL (online)	None	2 hours	ITCO
	TOTAL:	None	17 days, 2 hours	



3. REQUEST OF THE PHOTOCOPY OF THE IPOPHIL CERTIFICATE

This covers the process of releasing the photocopy of IPOPHIL certificate

Office or Division:	University Research, Development and Innovation Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G			
Who may avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Request Form (2 hard copies) 2. Endorsement Form (2 hard copies) 3.IP Utilization Plan			1.Operating Unit Innovation and Technology Commercialization Office 2.Head, Operating Unit 3.Operating Unit Innovation and Technology Commercialization Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. Submit request form	1.1 Evaluate the request and endorse the request	None	1 day	College Dean / Institute Director, Head of ITCO, Head of Operating Unit
	1.2 Receive the request and endorse to Innovation Technology Commercialization Office	None	4 hours	VP-RDI
	1.3 Evaluate the IP Utilization Plan and recommend commercialization (if qualified)	None	1 day	ITCO
	1.4 Scan, photocopy, and release the IPOPHIL Certificate	None	30 minutes	ITCO
2. Receive photocopy of IPOPHIL certificate				
TOTAL:		None	2 days, 4 hours, 30 mins	



PUBLICATION AND IEC MATERIALS DEVELOPMENT

INTERNAL SERVICES



1. PUBLICATION IN DMMMSU RESEARCH AND EXTENSION (R&E) JOURNAL

This covers the submission, evaluation, and approval of articles for publication in the DMMMSU Research and Extension Journal.

Office or Division:	Office of the Vice President for Research, Development and Innovation			
Classification:	Complex Transaction			
Type of Transaction:	G to G			
Who may avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Electronic and 1 printed copy of the following:		Operating Unit Research & Extension Publication and IEC Materials Development Office of the Director for Research & Extension Publication and IEC Materials Development		
Journal Article Publication Form (DMMMSU-RES-F-023), Clearance Form (DMMMSU-RES-F-024) Ethics Clearance Form DMMMSU-RETC-F011) or Certificate of Exemption from Ethics Review (DMMMSU-RETC-F012)		Research Ethics Committee Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit article of completed research in publishable form	1. Evaluate submitted article for acceptance or rejection.	None	2 days	DMMMSU R&E Journal Peer Reviewers Editor-in-Chief, DMMMSU R&E Journal
2. Receive Evaluation Results and Notice of Acceptance or Rejection	2. Issue Evaluation Results and Notice of Acceptance or Rejection	None	30 minutes	Editor-in-Chief, DMMMSU R&E Journal



3. If conditionally accepted, submit revised article considering comments and recommendations	3. Review integration of comments and recommendations	None	4 days	Editor-in-Chief, DMMMSU R&E Journal
4. Receive a Notice of Publication	4. Issue Notice of Publication	None	30 minutes	Editor-in-Chief, DMMMSU R&E Journal Director for Research & Extension Publication and IEC Materials Development
TOTAL:		None	6 days and 1 hour	

2. REQUEST FOR ASSISTANCE IN THE SUBMISSION FOR PUBLICATION IN (WOS AND SCOPUS INDEXED) SCIENTIFIC JOURNALS

This covers the submission of articles for potential publication in Web of Science and Scopus-Indexed journals.

Office or Division:	Office of the Vice President for Research, Development and Innovation	
Classification:	Highly Technical Transaction	
Type of Transaction:	G2G	
Who may avail:	Faculty and Staff	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Electronic and 1 printed copy of the following: Journal Article Publication Form (DMMMSU-RES-F-023), Clearance Form (DMMMSU-RES-F-024) Ethics Clearance Form (DMMMSU-RETC-F011) or Certificate of		Operating Unit Research & Extension Publication and IEC Materials Development Office of the Director for Research & Extension Publication and IEC Materials Development Research Ethics Committee Office



Exemption from Ethics Review (DMMMSU-RETC-F012)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit an accomplished journal article publication form, clearance form, and ethics clearance (or exemption from ethics review)	1. Search for appropriate journals (WoS and/or Scopus-indexed journals)	None	5 days	University Coordinator for Research Publication / University Coordinator for Extension Publication
2. Format article based on author's guide.	2. Assist in formatting based on author's guide.	None	5 days	University Coordinator for Research Publication / University Coordinator for Extension Publication
3. Submit formatted article to WoS and/or Scopus-indexed journal.	3. Assist in the submission of formatted article to WoS and/or Scopus-indexed journal.	None	1 day	University Coordinator for Research Publication / University Coordinator for Extension Publication
TOTAL:		None	11 days	



3. REQUEST FOR ASSISTANCE IN THE REVISION AND RE-SUBMISSION OF “CONDITIONALLY APPROVED” ARTICLES FOR POTENTIAL PUBLICATION IN WoS AND SCOPUS-INDEXED SCIENTIFIC JOURNALS

This covers the revision and re-submission of “conditionally approved” articles for potential publication in WoS and Scopus-indexed journals.

Office or Division:	Office of the Vice President for Research, Development and Innovation			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G			
Who may avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Electronic and 1 printed copy of the following: Formatted article based on WoS and/or Scopus-indexed journal’s guidelines.		Operating Unit Research & Extension Publication and IEC Materials Development Office of the Director for Research & Extension Publication and IEC Materials Development		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare formatted article based on the WoS and/or Scopus-indexed journal’s guidelines.	1. Review scientific journal’s comments and recommendations on “conditional approval”	None	2 days	University Coordinator for Research Publication / University Coordinator for Extension Publication
2. Respond to scientific journal’s comments and recommendations.	2. Assist in the revision of manuscript based on scientific journal’s comments and recommendations	None	10 days	University Coordinator for Research Publication / University Coordinator for Extension Publication
3. Re-submission of revised article to the WoS and/or Scopus-indexed journal.	3. Coordinate with the journal publisher on concerns regarding article review, revision, and publication	None	1 day	University Coordinator for Research Publication / University Coordinator for Extension Publication
TOTAL:		None	13 days	



4. REQUEST FOR ASSISTANCE IN THE FINANCING AND SUBMISSION OF “APPROVED” ARTICLES FOR PUBLICATION IN WoS AND SCOPUS-INDEXED SCIENTIFIC JOURNALS

This covers the approval and financing of articles for publication in WoS and Scopus-indexed journals.

Office or Division:	Office of the Vice President for Research, Development and Innovation			
Classification:	Complex Transaction			
Type of Transaction:	G2G			
Who may avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Electronic and 1 printed copy of the following: Revised article for Scopus and/or WoS-indexed journal publication		Operating Unit Research & Extension Publication and IEC Materials Development Office of the Director for Research & Extension Publication and IEC Materials Development		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for publication financing	1. Facilitate payment of publication fee	None	5 days	University Coordinator for Research Publication / University Coordinator for Extension Publication
2. Submit electronic and one (1) printed copy of published article.	2. Validate, record, and keep the online and the printed copy of the journal article publication	None	2 hours	University Coordinator for Research Publication / University Coordinator for Extension Publication
TOTAL:		None	5 days and 2 hours	



5. REQUEST FOR ASSISTANCE IN THE DEVELOPMENT OF IEC MATERIALS

This covers the assistance needed to ensure development of accurate and of high-quality IEC materials that communicate research and extension findings.

Office or Division:	Office of the Vice President for Research, Development and Innovation			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G			
Who may avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Electronic and 1 printed copy of the following: Clearance Form (DMMMSU-RES-F-024) Developed IEC Materials		Operating Unit Research & Extension Publication and IEC Materials Development Office of the Director for Research & Extension Publication and IEC Materials Development		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits developed IEC material that communicate R&E findings (e.g. flyers, posters, newsletters, etc)	1. Evaluates and ensures that IEC material submitted is accurate and of high quality.	None	7 days	University Coordinator for IEC material Development
2. Consults with editors, proofreaders, and/or graphic designers	2. Oversees work of editors, proofreaders and graphic designers.	None	5 days	University Coordinator for IEC material development
3. Re-submit revised IEC material	3. Endorses the approval of developed IEC material.	None	1 day	University Coordinator for IEC material development
TOTAL:		None	13 days	



PUBLICATION AND IEC MATERIALS DEVELOPMENT

EXTERNAL SERVICES



1. PUBLICATION IN DMMMSU RESEARCH AND EXTENSION (R&E) JOURNAL

This covers the submission, evaluation, and approval of articles for publication in the DMMMSU Research and Extension Journal.

Office or Division:	Office of the Vice President for Research, Development and Innovation			
Classification:	Complex Transaction			
Type of Transaction:	G to C			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Electronic and 1 printed copy of the following:		Operating Unit Research & Extension Publication and IEC Materials Development Office of the Director for Research & Extension Publication and IEC Materials Development		
Journal Article Publication Form (DMMMSU-RES-F-023), Clearance Form (DMMMSU-RES-F-024) Ethics Clearance Form DMMMSU-RETC-F011) or Certificate of Exemption from Ethics Review (DMMMSU-RETC-F012)		Research Ethics Committee Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit article of completed research in publishable form	1. Evaluate submitted article for acceptance or rejection.	None	2 days	DMMMSU R&E Journal Peer Reviewers Editor-in-Chief, DMMMSU R&E Journal
2. Receive Evaluation Results and Notice of Acceptance or Rejection	2. Issue Evaluation Results and Notice of Acceptance or Rejection	None	30 minutes	Editor-in-Chief, DMMMSU R&E Journal



3. If conditionally accepted, submit revised article considering comments and recommendations	3. Review integration of comments and recommendations	None	4 days	Editor-in-Chief, DMMMSU R&E Journal
4. Receive a Notice of Publication	4. Issue Notice of Publication	None	30 minutes	Editor-in-Chief, DMMMSU R&E Journal Director for Research & Extension Publication and IEC Materials Development
TOTAL:		None	6 days and 1 hour	

2. REQUEST FOR ASSISTANCE IN THE SUBMISSION FOR PUBLICATION IN (WOS AND SCOPUS INDEXED) SCIENTIFIC JOURNALS

This covers the submission of articles for potential publication in Web of Science and Scopus-Indexed journals.

Office or Division:	Office of the Vice President for Research, Development and Innovation	
Classification:	Highly Technical Transaction	
Type of Transaction:	G2C	
Who may avail:	Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Electronic and 1 printed copy of the following: Journal Article Publication Form (DMMMSU-RES-F-023), Clearance Form (DMMMSU-RES-F-024) Ethics Clearance Form (DMMMSU-RETC-F011) or Certificate of Exemption from Ethics Review (DMMMSU-RETC-F012)		Operating Unit Research & Extension Publication and IEC Materials Development Office of the Director for Research & Extension Publication and IEC Materials Development Research Ethics Committee Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit an accomplished journal article publication form, clearance form, and ethics clearance (or exemption from ethics review)	1. Search for appropriate journals (WoS and/or Scopus-indexed journals)	None	5 days	University Coordinator for Research Publication / University Coordinator for Extension Publication
2. Format article based on author's guide.	2. Assist in formatting based on author's guide.	None	5 days	University Coordinator for Research Publication / University Coordinator for Extension Publication
3. Submit formatted article to WoS and/or Scopus-indexed journal.	3. Assist in the submission of formatted article to WoS and/or Scopus-indexed journal.	None	1 day	University Coordinator for Research Publication / University Coordinator for Extension Publication
TOTAL:		None	11 days	



3. REQUEST FOR ASSISTANCE IN THE REVISION AND RE-SUBMISSION OF “CONDITIONALLY APPROVED” ARTICLES FOR POTENTIAL PUBLICATION IN WoS AND SCOPUS-INDEXED SCIENTIFIC JOURNALS

This covers the revision and re-submission of “conditionally approved” articles for potential publication in WoS and Scopus-indexed journals.

Office or Division:	Office of the Vice President for Research, Development and Innovation			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2C			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Electronic and 1 printed copy of the following: Formatted article based on WoS and/or Scopus-indexed journal’s guidelines.		Operating Unit Research & Extension Publication and IEC Materials Development Office of the Director for Research & Extension Publication and IEC Materials Development		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare formatted article based on the WoS and/or Scopus-indexed journal’s guidelines.	1. Review scientific journal’s comments and recommendations on “conditional approval”	None	2 days	University Coordinator for Research Publication / University Coordinator for Extension Publication
2. Respond to scientific journal’s comments and recommendations.	2. Assist in the revision of manuscript based on scientific journal’s comments and recommendations	None	10 days	University Coordinator for Research Publication / University Coordinator for Extension Publication
3. Re-submission of revised article to the WoS and/or Scopus-indexed journal.	3. Coordinate with the journal publisher on concerns regarding article review, revision, and publication	None	1 day	University Coordinator for Research Publication / University Coordinator for Extension Publication
TOTAL:		None	13 days	



4. REQUEST FOR ASSISTANCE IN THE FINANCING AND SUBMISSION OF “APPROVED” ARTICLES FOR PUBLICATION IN WoS AND SCOPUS-INDEXED SCIENTIFIC JOURNALS

This covers the approval and financing of articles for publication in WoS and Scopus-indexed journals.

Office or Division:	Office of the Vice President for Research, Development and Innovation			
Classification:	Complex Transaction			
Type of Transaction:	G2C			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Electronic and 1 printed copy of the following: Revised article for Scopus and/or WoS-indexed journal publication		Operating Unit Research & Extension Publication and IEC Materials Development Office of the Director for Research & Extension Publication and IEC Materials Development		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request for publication financing	1. Facilitate payment of publication fee	None	5 days	University Coordinator for Research Publication / University Coordinator for Extension Publication
2. Submit electronic and one (1) printed copy of published article.	2. Validate, record, and keep the online and the printed copy of the journal article publication	None	2 hours	University Coordinator for Research Publication / University Coordinator for Extension Publication
	TOTAL:	None	5 days and 2 hours	



5. REQUEST FOR ASSISTANCE IN THE DEVELOPMENT OF IEC MATERIALS

This covers the assistance needed to ensure development of accurate and of high-quality IEC materials that communicate research and extension findings.

Office or Division:	Office of the Vice President for Research, Development and Innovation			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2C			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Electronic and 1 printed copy of the following: Clearance Form (DMMMSU-RES-F-024) Developed IEC Materials		Operating Unit Research & Extension Publication and IEC Materials Development Office of the Director for Research & Extension Publication and IEC Materials Development		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits developed IEC material that communicate R&E findings (e.g. flyers, posters, newsletters, etc)	1. Evaluates and ensures that IEC material submitted is accurate and of high quality.	None	7 days	University Coordinator for IEC material Development
2. Consults with editors, proofreaders, and/or graphic designers	2. Oversees work of editors, proofreaders and graphic designers.	None	5 days	University Coordinator for IEC material development
3. Re-submit revised IEC material	3. Endorses the approval of developed IEC material.	None	1 day	University Coordinator for IEC material development
TOTAL:		None	13 days	



OFFICES UNDER THE VICE PRESIDENT FOR PLANNING AND DEVELOPMENT



INFRASTRUCTURE PLANNING AND DEVELOPMENT INTERNAL SERVICES



1. REQUEST FOR PRELIMINARY DESIGN

A. This pertains for the preparation of preliminary technical design for SMALL VALUE PROJECTS (Below 1Million)

A.1. Simple projects (Repair, improvement or refurbish of a specific area)

Office or Division:	Infrastructure Planning and Development Office			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Internal Clients/End-User/Requisitioning Office (DMMMSU Employees)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DED Form – F003 (original copy) OPLAN – F001 (photocopy) APP (Photocopy) PPMP (Photocopy)		Infrastructure Planning and Development Office Institutional Planning Office Procurement Officer Procurement Officer/End-User		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for DED Form indicating the services needed	1. Receives the request for Detailed Engineering Design properly signed and approved by the Chancellor	None	30 minutes	End-User Infrastructure Planning Campus Engineer
2. Provides design requirements	2.1 Prepare a preliminary design based on the design requirement of the end-user	None	5 days	Campus Infrastructure Head, Campus Engineer, Draftsman, End-user LATTO
	2.2 Assessment of Lot Area and Status	None	5 days	
	2.3 Furnish a copy of the preliminary design		1 hour	
	TOTAL:	NONE	14 days and 1 hour, 30 mins	



- B. This pertains for the preparation of preliminary technical design for highly technical projects (Above 1Million)
For Construction and Rehabilitation of a building

Office or Division:	Infrastructure Planning and Development Office			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Internal Clients/End-User/Requisitioning Office (DMMMSU Employees)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
DED Form – F003 (original copy) OPLAN – F001 (photocopy) APP (Photocopy) PPMP (Photocopy)		Infrastructure Planning and Development Office Institutional Planning Office Procurement Officer Procurement Officer/End-User		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for DED Form indicating the services needed	1. Receives the request for Detailed Engineering Design properly signed and approved by the Chancellor	None	30 minutes	End-User Infrastructure Planning Campus Engineer
2. Provides design requirements	2.1 Prepare a preliminary design based on the design requirement of the end-user	None	14 days	Campus Infrastructure Head, Campus Engineer, Draftsman, End-user LATTO
	2.2 Assessment of Lot Area and Status	None	5 days	
	2.3 Furnish a copy of the preliminary design		1 hour	
TOTAL:		NONE	19 days and 1 hour, 30 mins	



2. PREPARATION OF DETAILED ENGINEERING DESIGN AND PROGRAM OF WORKS

This pertains to the preparation of complete and approves detailed engineering design and program of works.

2.1 For SMALL VALUE Projects

Office or Division:	Infrastructure Planning and Development Office			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Internal Clients/End-User/Requisitioning Office (DMMMSU Employees)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved Preliminary Design Complete detailed engineering design Complete Program of Works Technical Specifications and materials summary			End-User Infrastructure Planning and Development Office Institutional Planning Office Institutional Planning	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Return the preliminary design bearing the signature of the end-user	1.1 Receive the preliminary design.	none	30 mins	Campus and University Infrastructure Planning and Development Unit
	1.2 Preparation of the complete detailed engineering design of the project		10 days	
1.3 Preparation of the Program of Works and Technical Specification		7 days		
	1.4 Approval of the detailed engineering design, program of works, and technical specifications	None	1 day	President, VP-Planning and Development, Dir. IPDO, Chancellor and End-User,
2. Attend a pre-procurement conference	2. Request for the conduct of Pre-Procurement Conference	None	1 hr	IPDO, BAC
	TOTAL:	None	18 days, 1 hour and 30 minutes	



2.2. For Highly Technical Projects (Above 1M)

Office or Division:	Infrastructure Planning and Development Office			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2G- Government to Government			
Who may avail:	Internal Clients/End-User/Requisitioning Office (DMMMSU Employees)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Preliminary Design Complete detailed engineering design Complete Program of Works Technical Specifications and materials summary		End-User Infrastructure Planning and Development Office Institutional Planning Office Institutional Planning		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Return the preliminary design bearing the signature of the end-user	1.1 Receive the preliminary design.	None	30 mins	Campus and University Infrastructure Planning and Development Unit
	1.2 Preparation of the complete detailed engineering design of the project		30 days	
	1.3 Preparation of the Program of Works and Technical Specifications	None	15 days	President, VP-Planning and Development, Dir. IPDO, Chancellor and End-User,
	1.4 Approval of the detailed engineering design, program of works, and technical specifications		5 days	
2. Attend a pre-procurement conference	2. Request for the conduct of Pre-Procurement Conference	None	1 hour	IPDO, End-User, BAC
	TOTAL:	None	18 days, 1hr and 30mins	

- For highly technical projects, preparation of detailed engineering design and program of works is covered by National Building Code, DPWH Guidelines and other related statutory and regulatory requirement.



3. PROJECT IMPLEMENTATION

This pertains to the project execution, beginning with the Pre-Construction Meeting, followed by the construction phase, and concluding with the project completion.

a. Request for the conduct of Pre-Construction Meeting

Office or Division:	Office of the Infrastructure Planning and Development			
Classification:	Simple Transaction			
Type of Transaction:	G2B-Government to Business/Private Entity/ies G2C-Government to Citizen			
Who may avail:	DMMMSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Final DED		Infrastructure Planning Office		
Procurement Documents		UBAC		
Notice to Award		UBAC		
Contract Agreement		UBAC		
Notice to Proceed		UBAC		
University policies and guidelines on the project implementation		Infrastructure Planning Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Turn over the procurement documents, NOA, Contract, and Notice to Proceed	1. Receive the NOA, Contract, and Notice to Proceed	None	1 hour	Infrastructure Planning UBAC
2. Attend pre-construction meeting	2. Conduct pre-construction meeting to discuss the University policies and guidelines on the project implementation and the detailed engineering design	None	3 hours	Infrastructure Planning, Campus Engineer, End-User, and External Provider (contractor)
TOTAL:		None	4 hours	



b. Request project monitoring and evaluation

This relates to the process of project monitoring and evaluation to ensure the project adheres to the approved technical specifications.

Office or Division:	Office of the Infrastructure Planning and Development			
Classification:	Complex Transaction			
Type of Transaction:	G2B-Government to Business/Private Entity/ies G2C-Government to Citizen			
Who may avail:	Internal Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Final DED			Infrastructure Planning Office	
Procurement Documents			UBAC	
Notice to Award			UBAC	
Contract Agreement			UBAC	
Notice to Proceed			UBAC	
University policies and guidelines on the project implementation			Infrastructure Planning Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for project Monitoring and Evaluation	1.1 Receive request for the conduct of project monitoring and evaluation	None	5 calendar days	Infrastructure Planning, Campus Engineer, End-User, and External Provider (contractor)
	1.2 Prepare monthly accomplishment report,	None	1 day	
	1.3 Issue field memo as needed	None	5 calendar days	
	1.4 Prepare and Submit quarterly GPAPs to the COA			
	TOTAL:	None	11 calendar days	



c. Request for the conduct of inspection and validation

This refers to the conduct for site inspection and validation to facilitate billing.

Office or Division:	Infrastructure Planning and Development Office			
Classification:	Complex Transaction			
Type of Transaction:	G2B-Government to Business G2C-Government to Citizen			
Who may avail:	DMMMSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Detailed Engineering Drawing Program of Works Construction Schedule S-Curve		Infrastructure Planning Office Infrastructure Planning Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the conduct of inspection for accomplishment validation for progress billing purposes	1.1 Receive request for billing and Conduct joint inspection for SWA validation	None	1 day	Inspectorate Committee, Campus Engineer, End-User, and External Provider Campus Engineer Infrastructure Head, University Engineer, End-user, Chancellor, Director for Infra, VP for PRD and the President
	1.2 Prepare accomplishment report and Statement for time elapsed for billing attachment	None	7 days	
	1.3 Approval of the accomplishment report	None	5 days	
TOTAL:		None	13 days	



d. Request for the conduct of final inspection for the project completion

Pertains to the request of the conduct of final inspection to verify project completion.

Office or Division:	Infrastructure Planning and Development Office			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2B-Government to Business G2C-Government to Citizen			
Who may avail:	DMMMSU Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved Detailed Engineering Drawing Program of Works Construction Schedule S-Curve			Infrastructure Planning Office Infrastructure Planning Office Contractor/Service Provider Contractor/Service Provider	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the conduct of final inspection for the project completion	1.1 Receive request for final billing and Conduct final joint inspection for SWA validation	None	1 day	Inspectorate Committee, Campus Engineer, End-User, and External Provider
	1.2 Conduct Validation and Preparation of accomplishment report and Statement for time elapsed and certificate of completion	None	7 days	Campus Engineer Infrastructure Head, University Engineer, University Architect, End-user, Chancellor, Director for Infra, VP for PRD and the President
	1.3 Approval of the accomplishment report, Final Joint Inspection and certificate of Completion	None	5 days	Inspectorate Committee
TOTAL:		None	13 days	



4. REQUEST FOR CERTIFICATE OF FINAL ACCEPTANCE

This refers to the request for the issuance of the certificate of final acceptance to confirm the completion of the service provider's liability period.

Office or Division:	Infrastructure Planning and Development Office			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2B - Government to Business G2C - Government to Citizen G2G – Government to Government			
Who may avail:	DMMMSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Completion Certificate of Acceptance Letter of Turn-Over Inspectorate Committee Final Report		Infrastructure Planning Office Infrastructure Planning Office Service Provider Inspectorate Committee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for certificate of final acceptance	1.1 Receive request for cert. of final inspection 1.2 Conduct of final inspection 1.3 Preparation and Approval of the Certificate of Inspection 1.4 Issuance of Certificate of Final Acceptance	None None None None	1 day 3 days 7 days 1 day	Infrastructure Head, Campus Engineer, University Engineer, University Architect, End-user, Chancellor Inspectorate Committee
TOTAL:		None	12 days	



INFRASTRUCTURE PLANNING AND DEVELOPMENT

EXTERNAL SERVICES



1. PROJECT IMPLEMENTATION

This pertains to the project execution, beginning with the Pre-Construction Meeting, followed by the construction phase, and concluding with the project completion.

a. Request for the conduct of Pre-Construction Meeting

Office or Division:	Infrastructure Planning and Development Office			
Classification:	Simple Transaction			
Type of Transaction:	G2B-Government to Business/Private Entity/ies G2C-Government to Citizen			
Who may avail:	Service provider			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Final DED		Infrastructure Planning Office		
Procurement Documents		UBAC		
Notice to Award		UBAC		
Contract Agreement		UBAC		
Notice to Proceed		UBAC		
University policies and guidelines on the project implementation		Infrastructure Planning Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Turn over the procurement documents, NOA, Contract, and Notice to Proceed	1. Receive the NOA, Contract, and Notice to Proceed	None	1 hour	Infrastructure Planning UBAC
2. Attend pre-construction meeting	2. Conduct pre-construction meeting to discuss the University policies and guidelines on the project implementation and the detailed engineering design	None	3 hours	Infrastructure Planning, Campus Engineer, End-User, and External Provider (contractor)
TOTAL:		None	4 hours	



b. Request project monitoring and evaluation

This relates to the process of project monitoring and evaluation to ensure the project adheres to the approved technical specifications.

Office or Division:	Infrastructure Planning and Development Office			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2B-Government to Business/Private Entity/ies G2C-Government to Citizen			
Who may avail:	Service Provided, COA			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Final DED			Infrastructure Planning Office	
Procurement Documents			UBAC	
Notice to Award			UBAC	
Contract Agreement			UBAC	
Notice to Proceed			UBAC	
University policies and guidelines on the project implementation			Infrastructure Planning Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for project Monitoring and Evaluation	1.1 Receive request for the conduct of project monitoring and evaluation	None	5 days	Infrastructure Planning, Campus Engineer, End-User, and External Provider (contractor)
	1.2 Prepare monthly accomplishment report,	None	1 day	
	1.3 Issue field memo as needed	None	5 days	
	1.4 Prepare and Submit quarterly GPAPs to the COA	None	5 days	
	TOTAL:	None	11 days	



c. Request for the conduct of inspection and validation

This refers to the service provider's request for inspection and validation to facilitate billing

Office or Division:	Infrastructure Planning and Development Office			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2B-Government to Business G2C-Government to Citizen			
Who may avail:	Service Provider			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved Detailed Engineering Drawing Program of Works Construction Schedule S-Curve			Infrastructure Planning Office Infrastructure Planning Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the conduct of inspection for accomplishment validation for progress billing purposes	1.1 Receive request for billing and Conduct joint inspection for SWA validation	None	1 day	Inspectorate Committee, Campus Engineer, End-User, and External Provider Campus Engineer Infrastructure Head, University Engineer, End-user, Chancellor, Director for Infra, VP for PRD and the President
	1.2 Prepare accomplishment report and Statement for time elapsed for billing attachment	None	7 day	
	1.3 Approval of the accomplishment report	None	5 days	
TOTAL:		None	13 days	



d. Request for the conduct of final inspection for the project completion

Pertains to the request of the conduct of final inspection to verify project completion.

Office or Division:	Infrastructure Planning and Development Office			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2B-Government to Business/Private Entity/ies G2C-Government to Citizen			
Who may avail:	External Clients Service Provider, COA			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved Detailed Engineering Drawing Program of Works Construction Schedule S-Curve			Infrastructure Planning Office Infrastructure Planning Office Contractor/Service Provider Contractor/Service Provider	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for the conduct of final inspection for the project completion	1.1 Receive request for final billing and conduct final joint inspection for SWA validation	None	1 day	Inspectorate Committee, Campus Engineer, End-User, and External Provider Campus Engineer Infrastructure Head, University Engineer, University Architect, End-user, Chancellor, Director for Infra, VP for PRD and the President Inspectorate Committee
	1.2 Conduct Validation and Preparation of accomplishment report and Statement for time elapsed and certificate of completion	None	7 days	
	1.3 Approval of the accomplishment report, Final Joint Inspection and certificate of Completion	None	5 days	
TOTAL:		None	12 days	



2. REQUEST FOR CERTIFICATE OF FINAL ACCEPTANCE

This refers to the request for the issuance of the certificate of final acceptance to confirm the completion of the service provider's liability period.

Office or Division:	Infrastructure Planning and Development Office			
Classification:	Highly Technical Transaction			
Type of Transaction:	G2B - Government to Business/Private Entity/ies G2C - Government to Citizen G2G – Government to Government			
Who may avail:	External Clients Service Provider			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Completion Certificate of Acceptance Letter of Turn-Over Inspectorate Committee Final Report		Infrastructure Planning Office Infrastructure Planning Office Service Provider Inspectorate Committee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for certificate of final acceptance	1.1. Receive request for cert. of final inspection 1.2. Conduct of final inspection 1.3. Preparation and Approval of the Certificate of Inspection 1.4. Issuance of Certificate of Final Acceptance	None None None None	1 calendar day 3 calendar day 7 calendar days 1 cal. day	Infrastructure Head, Campus Engineer, University Engineer, University Architect, End-user, Chancellor Inspectorate Committee
	TOTAL:	None	12 calendar days	



INSTITUTIONAL PLANNING AND FUTURES THINKING UNIT

INTERNAL SERVICES



1. PROVISION OF SIMPLE INSTITUTIONAL DATA

This service will provide Simple Institutional Data to clients upon request. Simple data includes previously processed and finalized information, such as Quarterly Physical Reports/Target of Operation, Approved Organizational Structures, University Strategic Plan, Operational Plans, Client Satisfaction Reports, and other relevant documents.

Office or Division:	Institutional Planning and Futures Thinking Unit			
Classification:	Simple Transaction			
Type of Transaction:	Government to Client			
Who may avail:	Administrators, Faculty, and Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Form			Planning	
Communication Letter			Requesting Party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request of Documents				
2. Submit request through email, form, or in-person	2.1 Receive and assess request	None	3 minutes	IPFT Planning Staff
	2.2 Refer the request to the concerned personnel/ office	None	15 minutes	IPFT Planning Staff
	2.3 Retrieve/ consolidate requested data	None	8 hours	IPFT Planning Staff
	2.4 Review and validate the Document requested	None	2 hours	IPFT Planning Staff
	2.5 Print and sign document	None	3 minutes	IPFT Director
3. Receive duly signed document				
4. Collect the signed document in person or via email	4.1 Issue the duly signed document (via in-person or email)	None	5 minutes	IPFT Planning Staff
	4.2 Assist client in signing the logbook (for in-person requests)	None	2 minutes	IPFT Planning Staff
	TOTAL:	None	1 day 2 hours 28 minutes	



INSTITUTIONAL PLANNING AND FUTURES THINKING UNIT

EXTERNAL SERVICES



1. PROVISION OF SIMPLE INSTITUTIONAL DATA

This service will provide Simple Institutional Data to clients upon request. Simple data includes previously processed and finalized information, such as Quarterly Physical Reports/Target of Operation, Approved Organizational Structures, University Strategic Plan, Operational Plans, Client Satisfaction Reports, and other relevant documents.

Office or Division:	Institutional Planning and Futures Thinking Unit			
Classification:	Simple Transaction			
Type of Transaction:	Government to Client			
Who may avail:	Students and other Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Form			Planning	
Communication Letter			Requesting Party	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send request of Documents				
2. Submit request through email, form, or in-person	2.1 Receive and assess request	None	3 minutes	IPFT Planning Staff
	2.2 Refer the request to the concerned personnel/ office	None	15 minutes	IPFT Planning Staff
	2.3 Retrieve/ consolidate requested data	None	8 hours	IPFT Planning Staff
	2.4 Review and validate the Document requested	None	2 hours	IPFT Planning Staff
	2.5 Print and sign document	None	3 minutes	IPFT Director
3. Receive duly signed document				
4. Collect the signed document in person or via email	4.1 Issue the duly signed document (via in-person or email)	None	5 minutes	IPFT Planning Staff
	4.2 Assist client in signing the logbook (for in-person requests)	None	2 minutes	IPFT Planning Staff
TOTAL:		None	1 day, 2 hours & 28 minutes	



INFORMATION AND COMMUNICATION TECHNOLOGY INTERNAL SERVICES



1. REQUEST FOR ICT SERVICES

This service allows DMMMSU constituents to request for ICT Services such as repair of computers, laptops, printers. Aside from repairs, ICT services also include checking and installation of network equipment, installation of software and request for development of system.

Office or Division:	Information and Communication Technology Office			
Classification:	Simple Transaction			
Type of Transaction:	G2G - Government to Government			
Who may avail:	DMMMSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Service Request (ICT SR) Form		ICT Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-out ICT SR Form and submit to ICT staff.	1.1 Review ICT SR Form 1.2 Perform service requested or give recommendations. 1.3 Fill-out ICT SR Form 1.4 Give ICT SR Form to client for feedback.	None	2 minutes 2 days	ICT Staff ICT Director/Head
2. Fill-out ICT SR Form - Feedback section and return it to ICT staff.	2.1 Receive form. 2.2 In case of repair, release item. 2.3 In case of ID application, release ID card.	None	5 minutes	ICT Staff
	TOTAL:	None	2 days 7 minutes	



INFORMATION AND COMMUNICATION TECHNOLOGY EXTERNAL SERVICES



1. REQUEST FOR ICT SERVICES

This service allows DMMMSU students to request for ICT Services such as repair of computers, laptops, printers. Aside from repairs, ICT services also include checking and installation of network equipment, installation of software and request for development of system.

Office or Division:	Information and Communication Technology Office			
Classification:	Simple Transaction			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	DMMMSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ICT Service Request (ICT SR) Form		ICT Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-out ICT SR Form and submit to ICT staff.	1.1 Review ICT SR Form 1.2 Perform service requested or give recommendations. 1.3 Fill-out ICT SR Form 1.4 Give ICT SR Form to client for feedback.	None	2 minutes 2 days	ICT Staff ICT Director/Head
2. Fill-out ICT SR Form - Feedback section and return it to ICT staff.	2.1 Receive form. 2.2 In case of repair, release item. 2.3 In case of ID application, release ID card.	None	5 minutes	ICT Staff
	TOTAL:	None	2 days 7 minutes	



BUSINESS AFFAIRS AND RESOURCE DEVELOPMENT

INTERNAL SERVICES



1. PURCHASING OF GOODS IN THE MARKETING CENTER

This service covers the purchase of goods produced by the University's income generating products.

Office or Division:	Business Affairs and Resource Development			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	DMMMSU Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
N/A			N/A	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the marketing center to buy goods.	1. Identify products to be bought	Please refer to the schedule of fees of Operating Unit Finance Services.	3 minutes	Project Manager, BARD Staff
2. Customer pay product	2.1 Cash sale recorded and provisional receipt issued to customer 2.2 Cash Sales audited to Internal Auditor 2.3 Remittance of Cash Sales to Cashier 2.4 Issuance of Official Receipt	N/A	23 minutes	Marketing Manager, BARD Staff Internal Auditor Cashier Cashier
	TOTAL:	Please refer to the schedule of fees of Operating Unit Finance Services.	26 minutes	



2. VERIFICATION AND PAYMENT OF CREDIT

This service facilitates employees' payment of purchased IGP products on credit through salary deduction.

Office or Division:	Business Affairs and Resource Development			
Classification:	Simple Transaction			
Type of Transaction:	G2G – Government to Government			
Who may avail:	DMMMSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Credit Sales		Accounting		
Billing		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verification of credit sales	1.1 Credit sales are forwarded to the Internal Auditor 1.2 Credit sales audited 1.3 Recording of credit sale and issuance of charge invoice 1.4 Credit billing forwarded to accounting and cashier	None	20 minutes	BARD Staff Internal Auditor Marketing Manager, BARD Staff Marketing Manager, BARD Staff
2. Payment of Credit (If there are credit sales)	2. Collected credit sale through salary deduction	None	10 minutes	Payroll Officer, Cashier
TOTAL:		None	30 minutes	



BUSINESS AFFAIRS AND RESOURCE DEVELOPMENT

EXTERNAL SERVICES



1. APPLICATION AND SIGNING OF CONTRACT OF LEASE FOR BUSINESS STALLS

This service facilitates the application and lease agreement process for private entities interested in renting business stalls within the premises of the University.

Office or Division:	Business Affairs and Resource Development (BARD)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen G2B-Government to Business			
Who may avail:	Private Entities			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter of Intent		The client will provide.		
Business permit		Municipal Government		
Sanitary permit		Municipal Health Unit		
Electrical requirement		Bureau of Fire Protection		
Tax Identification Number		Bureau of Internal Revenue		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements	1. Receive and check the submitted requirements	None	30 minutes	Campus BARD Head
2. Visit the business place for ocular inspection	2.1 Accompany the client for ocular visit of stall. 2.2 Give orientation as to compliance with institutional and/or statutory requirements. 2.3 Prepare the Contract of Lease.	None	1 hour 5 minutes	Campus BARD and Auxiliary Heads Campus BARD Head



3. Communicate his/her readiness to start the business	3.1 Prepare the Contract of Lease. 3.2 Present the contract of Lease for signature by both parties	None Please refer to the schedule of fees of Campus Finance Services.	5 minutes 10 minutes	Campus BARD Head Campus BARD Head and Chancellor/Executive Director
	TOTAL:	Please refer to the schedule of fees of Campus Finance Services	1 hour 50 minutes	

2. PURCHASING OF GOODS IN THE MARKETING CENTER

This service covers the purchase of goods produced by the University's income generating products.

Office or Division:	Business Affairs and Resource Development			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen G2G-Government to Government G2B-Government to Business			
Who may avail:	Students, Businesses, Private Entities			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
N/A			N/A	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the marketing center to buy goods.	1. Identify products to be bought	Please refer to the schedule of fees of Operating Unit Finance Services.	3 minutes	Project Manager, BARD Staff
2. Customer pay product	2.1. Cash sale recorded and provisional receipt issued to customer 2.2. Cash Sales audited to Internal Auditor	N/A	23 minutes	Marketing Manager, BARD Staff Internal Auditor



	2.3. Remittance of Cash Sales to Cashier 2.4. Issuance of Official Receipt			Cashier Cashier
	TOTAL:	Please refer to the schedule of fees of Operating Unit Finance Services.	26 minutes	



STRATEGIC COMMUNICATIONS

INTERNAL SERVICES



1. PUBLICATION OF STRAIGHT NEWS, PHOTOS, ANNOUNCEMENTS, ADVISORIES, AND FORMAL GREETINGS

The service allows a systematic procedure of curating all Publication Materials (i.e., straight news, photos, announcements, advisories, and formal greetings) for dissemination via the official University website and the official Facebook pages of the University.

Office or Division:	Strategic Communications (StratCom)			
Classification:	Simple			
Type of Transaction:	G2G-Government to Government			
Who may avail:	DMMMSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Publication Material (Straight News, Photos, Announcements, Advisories, and Formal Greetings) 2. StratCom Request Form (DMMMSU-STC-F001)		The client will submit a StratCom Request Form (DMMMSU-STC-F001) along with the Publication Materials.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepares publication material and accomplishes the StratCom Request Form (DMMMSU-STC-F001) for content evaluation and approval	1.1 Receives, reviews, and approves promotional/ informational publication material	None	30 minutes	Contributor/Information Officers/ Strategic Communications Head/ Content Coordinator/ Director for Strategic Communications
	1.2 Conducts the first-tier curation of the publication material	None	1 day	Strategic Communications Head/ Information Officers/ Content Coordinator
	1.3 Refines and conducts the final tier of curation of the publication material and sends it to the University Graphics Designer/ layout artists	None	5 hours	Director for Strategic Communications/ University Graphics Designer/ layout artists
	1.4 Designs the publication	None	1 day	University Graphics



	materials following the University brand and endorses it to the Director for Strategic Communications for approval			Designer/ layout artists
	1.5 Approves design	None	1 hour	Director for Strategic Communications
	1.6 Uploads the publication material on the University Website and the Official Facebook Pages of the University	None	1 hour	Strategic Communications Heads/ Information Officers/ Content Coordinator/ Director for Strategic Communications/ University Graphics Designer/ layout artists
	1.7 Logs the details of the published material in the Content Tracker (DMMMSU-STRATCOMM-F002)	None	30 minutes	Information Officers and StratCom Staff
	Total:	None	3 days	



2. PUBLICATION OF FEATURE ARTICLES AND NEWS FOR UNIVERSITY EVENTS

The service allows a systematic procedure of curating all Publication Materials (i.e., feature articles and news for University events) for dissemination via the official University website and the official Facebook pages of the University.

Office or Division:	Strategic Communications (StratCom)			
Classification:	Complex			
Type of Transaction:	G2G-Government to Government			
Who may avail:	DMMMSU Students and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Publication Material (Feature Articles and News for University Events) 2. StratCom Request Form (DMMMSU-STC-F001) 			The client will submit a StratCom Request Form (DMMMSU-STC-F001) along with the Publication Materials.	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepares publication material and accomplishes the StratCom Request Form (DMMMSU-STC-F001) for content evaluation and approval	1.1 Receives, reviews, and approves promotional/informational publication material	None	30 minutes	Contributor/Information Officers/ Strategic Communications Head/ Content Coordinator/ Director for Strategic Communications
	1.2 Conducts the first-tier curation of the publication material	None	1 day, 1 hour	Strategic Communications Head/ Information Officers/ Content Coordinator
	1.3 Refines and conducts the final tier of curation of the publication material and sends it to the University Graphics Designer/layout artists	None	2 days, 4 hours	Director for Strategic Communications/ University Graphics Designer/ layout artists



	1.4 Designs the publication materials following the University brand and endorses it to the Director for Strategic Communications for approval	None	3 days	University Graphics Designer/ layout artists
	1.5 Approves design	None	1 hour	Director for Strategic Communications
	1.6 Uploads the publication material on the University Website and the Official Facebook Pages of the University	None	1 hour	Strategic Communications Head/ Information Officers/ Content Coordinator/ Director for Strategic Communications/ University Graphics Designer/ layout artists
	1.7. Logs the details of the published material in the Content Tracker (DMMMSU-STRATCOMM-F002)	None	30 minutes	Information Officers/ Content Coordinator/ University Graphics Designer/ layout artists
	Total:	None	7 days	



3. PUBLICATION OF INSTITUTIONAL MATERIALS, FEATURE ARTICLES, AND NEWS FOR UNIVERSITY EVENTS THAT REQUIRE COMPLEX PRODUCTION PROCESSES

The service allows a systematic procedure of curating all Publication Materials (i.e., institutional materials, feature articles, and news for University events that require complex production processes) for dissemination via the official University website and the official Facebook pages of the University.

Office or Division:	Strategic Communications (StratCom)			
Classification:	Highly Technical			
Type of Transaction:	G2G-Government to Government			
Who may avail:	DMMMSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Publication Material (Institutional Materials, Feature Articles, and News for University Events that require complex production processes) 2. StratCom Request Form (DMMMSU-STC-F001)		The client will submit a StratCom Request Form (DMMMSU-STC-F001) along with the Publication Materials.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepares publication material and accomplishes the StratCom Request Form (DMMMSU-STC-F001) for content evaluation and approval	1.1 Receives, reviews, and approves promotional/informational publication material	None	30 minutes	Contributor/Information Officers/ Strategic Communications Head/ Content Coordinator/ Director for Strategic Communications
	1.2 Conducts the first-tier curation of the publication material	None	2 days	Strategic Communications Head/ Information Officers/ Content Coordinator



	1.3 Refines and conducts the final tier of curation of the publication material and sends it to the University Graphics Designer/ layout artists	None	3 days	Director for Strategic Communications/ University Graphics Designer/ layout artists
	1.4 Designs the publication materials following the University brand and endorses it to the Director for Strategic Communications for approval	None	14 days, 5 hours	University Graphics Designer/ layout artists
	1.5 Approves design	None	1 hour	Director for Strategic Communications
	1.6 Uploads the publication material on the University Website and the Official Facebook Pages of the University	None	1 hour	Strategic Communications Head/ Information Officers/ Content Coordinator/ Director for Strategic Communications/ University Graphics Designer/ layout artists
	1.7 Logs the details of the published material in the Content Tracker (DMMMSU-STRATCOMM-F002)	None	30 minutes	Information Officers/ Content Coordinator/ University Graphics Designer/ layout artists
	Total:	None	20 days	



STRATEGIC COMMUNICATIONS

EXTERNAL SERVICES



1. PUBLICATION OF STRAIGHT NEWS, PHOTOS, ANNOUNCEMENTS, ADVISORIES, AND FORMAL GREETINGS

The service allows a systematic procedure of curating all Publication Materials (i.e., straight news, photos, announcements, advisories, and formal greetings) for dissemination via the official University website and the official Facebook pages of the University.

Office or Division:	Strategic Communications (StratCom)			
Classification:	Simple			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	DMMMSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
3. Publication Material (Straight News, Photos, Announcements, Advisories, and Formal Greetings) 4. StratCom Request Form (DMMMSU-STC-F001)		The client will submit a StratCom Request Form (DMMMSU-STC-F001) along with the Publication Materials.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepares publication material and accomplishes the StratCom Request Form (DMMMSU-STC-F001) for content evaluation and approval	1.1 Receives, reviews, and approves promotional/ informational publication material	None	30 minutes	Contributor/Information Officers/ Strategic Communications Head/ Content Coordinator/ Director for Strategic Communications
	1.2 Conducts the first-tier curation of the publication material	None	1 day	Strategic Communications Head/ Information Officers/ Content Coordinator
	1.3 Refines and conducts the final tier of curation of the publication material and sends it to the University Graphics Designer/ layout artists	None	5 hours	Director for Strategic Communications/ University Graphics Designer/ layout artists
	1.4 Designs the publication	None	1 day	University Graphics



	materials following the University brand and endorses it to the Director for Strategic Communications for approval			Designer/ layout artists
	1.5 Approves design	None	1 hour	Director for Strategic Communications
	1.6 Uploads the publication material on the University Website and the Official Facebook Pages of the University	None	1 hour	Strategic Communications Heads/ Information Officers/ Content Coordinator/ Director for Strategic Communications/ University Graphics Designer/ layout artists
	1.7 Logs the details of the published material in the Content Tracker (DMMMSU-STRATCOMM-F002)	None	30 minutes	Information Officers and StratCom Staff
	Total:	None	3 days	



2. PUBLICATION OF FEATURE ARTICLES AND NEWS FOR UNIVERSITY EVENTS

The service allows a systematic procedure of curating all Publication Materials (i.e., feature articles and news for University events) for dissemination via the official University website and the official Facebook pages of the University.

Office or Division:	Strategic Communications (StratCom)			
Classification:	Complex			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	DMMMSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
3. Publication Material (Feature Articles and News for University Events) 4. StratCom Request Form (DMMMSU-STC-F001)		The client will submit a StratCom Request Form (DMMMSU-STC-F001) along with the Publication Materials.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepares publication material and accomplishes the StratCom Request Form (DMMMSU-STC-F001) for content evaluation and approval	1.1 Receives, reviews, and approves promotional/informational publication material	None	30 minutes	Contributor/Information Officers/ Strategic Communications Head/ Content Coordinator/ Director for Strategic Communications
	1.2 Conducts the first-tier curation of the publication material	None	1 day, 1 hour	Strategic Communications Head/ Information Officers/ Content Coordinator
	1.3 Refines and conducts the final tier of curation of the publication material and sends it to the University Graphics Designer/layout artists	None	2 days, 4 hours	Director for Strategic Communications/ University Graphics Designer/ layout artists



	1.4 Designs the publication materials following the University brand and endorses it to the Director for Strategic Communications for approval	None	3 days	University Graphics Designer/ layout artists
	1.5 Approves design	None	1 hour	Director for Strategic Communications
	1.6 Uploads the publication material on the University Website and the Official Facebook Pages of the University	None	1 hour	Strategic Communications Head/ Information Officers/ Content Coordinator/ Director for Strategic Communications/ University Graphics Designer/ layout artists
	1.7. Logs the details of the published material in the Content Tracker (DMMMSU-STRATCOMM-F002)	None	30 minutes	Information Officers/ Content Coordinator/ University Graphics Designer/ layout artists
	Total:	None	7 days	



3. PUBLICATION OF INSTITUTIONAL MATERIALS, FEATURE ARTICLES, AND NEWS FOR UNIVERSITY EVENTS THAT REQUIRE COMPLEX PRODUCTION PROCESSES

The service allows a systematic procedure of curating all Publication Materials (i.e., institutional materials, feature articles, and news for University events that require complex production processes) for dissemination via the official University website and the official Facebook pages of the University.

Office or Division:	Strategic Communications (StratCom)			
Classification:	Highly Technical			
Type of Transaction:	G2C-Government to Citizen			
Who may avail:	DMMMSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
3. Publication Material (Institutional Materials, Feature Articles, and News for University Events that require complex production processes)		The client will submit a StratCom Request Form (DMMMSU-STC-F001) along with the Publication Materials.		
4. StratCom Request Form (DMMMSU-STC-F001)				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepares publication material and accomplishes the StratCom Request Form (DMMMSU-STC-F001) for content evaluation and approval	1.1 Receives, reviews, and approves promotional/informational publication material	None	30 minutes	Contributor/Information Officers/ Strategic Communications Head/ Content Coordinator/ Director for Strategic Communications
	1.2 Conducts the first-tier curation of the publication material	None	2 days	Strategic Communications Head/ Information Officers/ Content Coordinator



	1.3 Refines and conducts the final tier of curation of the publication material and sends it to the University Graphics Designer/ layout artists	None	3 days	Director for Strategic Communications/ University Graphics Designer/ layout artists
	1.4 Designs the publication materials following the University brand and endorses it to the Director for Strategic Communications for approval	None	14 days, 5 hours	University Graphics Designer/ layout artists
	1.5 Approves design	None	1 hour	Director for Strategic Communications
	1.6 Uploads the publication material on the University Website and the Official Facebook Pages of the University	None	1 hour	Strategic Communications Head/ Information Officers/ Content Coordinator/ Director for Strategic Communications/ University Graphics Designer/ layout artists
	1.7 Logs the details of the published material in the Content Tracker (DMMMSU-STRATCOMM-F002)	None	30 minutes	Information Officers/ Content Coordinator/ University Graphics Designer/ layout artists
	Total:	None	20 days	



FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Accomplish our Feedback Form available in the offices and put it in the drop box at the Public Assistance and Complaints Desk. (Appendix A) There is also an online form available via: http://tinyurl.com/dmmmsufeedbackform
How feedbacks are processed	Feedback forms are collected from the drop box per office by the staff from the respective Vice President supervising the office.
How to file a complaint	Pursuant to Rule 3, Section 10 of the 2017 Rules on Administrative Cases in the Civil Services, such must be in writing, subscribed and sworn by the complainant and may be filed at the Legal Office. (You may check the citizen's charter of the Legal Office for further details)
How complaints are processed	(You may check the citizen's charter of the Legal Office for further details)
Contact Information of ARTA, PCC, CCB	ARTA: 8-478-5093 complaints@arta.gov.ph PCC: pcc@malacanang.gov.ph 8888 CCB: email@contactcenterngbayan.gov.ph 0908-881-6565

LIST OF OFFICES

Office	Address	Contact Information
Office of the President	DMMMSU, Bacnotan, La Union	+63 917 773 8884 president@dmmmsu.edu.ph
Office of the Vice President for Academic Affairs	DMMMSU, Bacnotan, La Union	vpaa@dmmmsu.edu.ph
Office of the Vice President for Research and Extension	DMMMSU, Bacnotan, La Union	vpre@dmmmsu.edu.ph
Office of the Vice President for Administration	DMMMSU, Bacnotan, La Union	vpa@dmmmsu.edu.ph
Office of the Vice President for Planning and Resource Development	DMMMSU, Bacnotan, La Union	vpprd@dmmmsu.edu.ph
DMMMSU Open University System	City of San Fernando, La Union	(072 242 3608)



APPENDIX A

DON MARIANO MARCOS MEMORIAL STATE UNIVERSITY
La Union, Philippines
dmmsu@dmmsu.edu.ph
+63 917 773 8884

CLIENT FEEDBACK FORM

Date: _____ Person Who Served: _____
Office Visited: _____ Service/s Received: _____

Internal Client	External Client	Gender	Age: _____
___ Faculty	___ Student	___ Male	
___ Non-teaching	___ General Public	___ Female	
	___ Gov't Employee	___ LGBTQ+	
	___ Businesses/Org.	___ Prefer not to say	

Region of Residence: _____ If Abroad, specify the country: _____

INSTRUCTIONS: Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others.

CC1 Which of the following best describes your awareness of a CC?
 1. I know what a CC is and I saw this office's CC.
 2. I know what a CC is but I did NOT see this office's CC.
 3. I learned of the CC only when I saw this office's CC.
 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3)

CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...?
 1. Easy to see 4. Not visible at all
 2. Somewhat easy to see 5. N/A
 3. Difficult to see

CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction?
 1. Helped very much 3. Did not help
 2. Somewhat helped 4. N/A

INSTRUCTIONS:
For SQD 0-8, please put a check mark (✓) on the column that best corresponds to your answer.

						N/A
	Strongly Agree (5)	Agree (4)	Neither Agree nor Disagree (3)	Disagree (2)	Strongly Disagree (1)	Not Applicable
SQD0 (Overall). I am satisfied with the service that I availed.						
SQD1 (Responsiveness). I spent a reasonable amount of time for my transaction.						
SQD2 (Reliability). The office followed the transaction's requirements and steps based on the information provided.						
SQD3 (Communication). The steps (including payment) I needed to do for my transaction were easy and simple.						
SQD4 (Access and Facilities). I easily found information about my transaction from the office or its website.						
SQD5 (Costs). I paid a reasonable amount of fees for my transaction. (If service was free, mark the 'N/A' column)						
SQD6 (Integrity). I feel the office was fair to everyone, or "walang palakasan", during my transaction.						
SQD7 (Assurance). I was treated courteously by the staff, and (if asked for help) the staff was helpful.						
SQD8 (Outcome). I got what I needed from the government office, or (if denied) denial of request was sufficiently explained to me.						

Please suggest ways on how we can further improve our services and write your commendations, if any:

Thank you for visiting our office and availing of our services.

DMMSU-QA-F003A
Rev. No. 03 (10.18.2023)

DON MARIANO MARCOS MEMORIAL STATE UNIVERSITY
La Union, Philippines
dmmsu@dmmsu.edu.ph
+63 917 773 8884

COMPLAINT FORM

Date: _____
Office Visited: _____

Internal Client	External Client	Gender
___ Student	___ General Public	___ Male
___ Faculty	___ Gov't Employee	___ Female
___ Non-teaching	___ Businesses/Org.	___ LGBTQ+
		___ Prefer not to say

Point of Origin: ___Luzon ___Visayas ___Mindanao ___Abroad

REQUEST FOR SERVICE/ PAGHINGI NG SERBISYO

Service/s Availed (Serbisyon hingi)

Time Required for Service Delivery:

COMPLAINT/REKLAMO
(As applicable)









Name and Position of Personnel Complained of

Particulars of Complaint (Detalye ng reklamo) Use additional sheet/s, if necessary

DMMSU-QA-F021
Rev. No. 00 (03.01.2023)





APPENDIX B
SO NO. 2023-031 DESIGNATION OF COMMITTEE ON ANTI-RED TAPE (CART)
TO PERFORM THE FUNCTIONS IN SECTION 6.2 OF MEMORANDUM CIRCULAR NO. 2020-07,
SERIES OF 2020

 	DON MARIANO MARCOS MEMORIAL STATE UNIVERSITY Bacnotan, La Union, Philippines Mobile Number: +63 917-773-8884 Website Address: www.dmmsu.edu.ph Email Address: president@dmmsu.edu.ph	 RELEASED CA- RECORDS FO4- 006 DATE: 03/07/2024						
OFFICE OF THE PRESIDENT								
SPECIAL ORDER NO. <u>2024-012</u>								
SUBJECT: DESIGNATION OF COMMITTEE ON ANTI-RED TAPE (CART) TO PERFORM THE FUNCTIONS IN SECTION 6.2 OF MEMORANDUM CIRCULAR NO. 2020-07, SERIES OF 2020								
DATE: MARCH 7, 2024								
1. In the exigency of service and on trust and confidence, the following Personnel of the University are hereby designated to compose the Committee on Anti-Red Tape (CART) effective February 13, 2024 and shall remain in force until sooner revoked or rescinded:								
<table border="1"> <tr> <td>Chairperson</td> <td>Prof. Lilito D. Gavina Vice President for Administration and Quality Assurance</td> </tr> <tr> <td>Vice Chairperson</td> <td>Atty. Kristine Gay B. Balanag Director, Administrative Services</td> </tr> <tr> <td>Members</td> <td> 1. Atty. Kate C. Potingan-Licay Director, Quality Assurance 2. Atty. Rozzanne Victoria Buccat-Villamin Director, Legal Services 3. Ms. Remelyn V. Almodovar University Records Officer 4. Dr. Florendo Q. Damasco, Jr. Director, Auxiliary Services 5. Ms. Isella Drezden P. Tagura University Coordinator, Internal Quality Management Audit 6. Dr. Stephan Kupsch Director, Information and Communications Technology 7. Mr. Charlie C. De Vera Director, Institutional Planning and Futures Thinking </td> </tr> </table>	Chairperson	Prof. Lilito D. Gavina Vice President for Administration and Quality Assurance	Vice Chairperson	Atty. Kristine Gay B. Balanag Director, Administrative Services	Members	1. Atty. Kate C. Potingan-Licay Director, Quality Assurance 2. Atty. Rozzanne Victoria Buccat-Villamin Director, Legal Services 3. Ms. Remelyn V. Almodovar University Records Officer 4. Dr. Florendo Q. Damasco, Jr. Director, Auxiliary Services 5. Ms. Isella Drezden P. Tagura University Coordinator, Internal Quality Management Audit 6. Dr. Stephan Kupsch Director, Information and Communications Technology 7. Mr. Charlie C. De Vera Director, Institutional Planning and Futures Thinking		
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2. The said Committee shall perform the functions specified in Section 6.2 of Memorandum Circular (MC) No. 2020 - 07, with the subject, "Guidelines on the Designation of a Committee on Anti-Red Tape (CART) in the Agencies Concerned in Compliance with Republic Act (RA) No. 11302, otherwise known as the 'Ease of Doing Business and Efficient Government Service Delivery Act of 2018,' and its Implementing Rules and Regulations (IRR); and in accordance with ARTA MC No. 2023-08 with the subject, "Amendment on Certain Provisions of Anti-Red Tape Authority (ARTA) Memorandum Circular (MC) No. 2020-07 Dated 30 September 2020, Pertaining to the Guidelines on the Designation of a Committee on Anti-Red Tape (CART)".								
3. Issued in the interest of public service.								
	 JAIME V. MANUEL, JR. President							
Distribution: Head of Operating Units Officers Concerned University School President Auditor Records File								
   								



CERTIFICATE OF COMPLIANCE

  **DON MARIANO MARCOS MEMORIAL STATE UNIVERSITY**
 Bacnotan, La Union, Philippines
 Mobile Number: +63 917-773-8884
 Website Address: www.dmmmsu.edu.ph
 Email Address: president@dmmmsu.edu.ph

CERTIFICATE OF COMPLIANCE
 Year: 2024




Pursuant to Republic Act No. 11032: An Act Promoting Ease of Doing Business and Efficient Delivery of Government Services, amending for the purpose Republic Act No. 9485, otherwise known as the Anti-Red Tape Act of 2007, and for Other Purposes

I, **JAIME I. MANUEL, JR.**, Filipino, of legal age, **University President**, of the **DON MARIANO MARCOS MEMORIAL STATE UNIVERSITY**, the person responsible and accountable in ensuring compliance with Section 6 of the R.A. 11032 or the *Ease of Doing Business and Efficient Government Service Delivery Act of 2018*, hereby declare and certify the following facts:



- 1) The **DON MARIANO MARCOS MEMORIAL STATE UNIVERSITY** including its **Seven (7) Operating Units** has established its most current and updated Citizen's Charter pursuant to Section 6 of R.A. 11032, its Implementing Rules and Regulations, and the relevant ARTA issuances.

Citizen's Charter Handbook Edition: 2024, 2nd Edition
- 2) The following required forms of posting of the Citizen's Charter are present:

<input checked="" type="checkbox"/>	Citizen's Charter Information billboard <i>(in the form of interactive information kiosks, electronic billboards, posters, tarpaulins standees, others)</i>
<input checked="" type="checkbox"/>	Citizen's Charter Handbook <i>(Aligned with Reference B of ARTA Memorandum Circular No. 2019-002)</i>
<input checked="" type="checkbox"/>	Official website/Online Posting
- 3) The Citizen's Charter Information Billboard enumerates the following information:
 - a. External services;
 - b. Checklist of requirements for each type of application or request;
 - c. Name of the person responsible for each step;
 - d. Maximum processing time;
 - e. Fee/s to be paid, if necessary; and
 - f. Procedure for filing complaints and feedback.
- 4) The Citizen's Charter Handbook enumerates the following information:
 - a. Mandate, vision, mission, and service pledge of the agency;
 - b. Government services offered (External and Internal Services);
 - i. Comprehensive and uniform checklist of requirements for each type of application or request;
 - ii. Classification of service;
 - iii. Type of transaction;









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- iv. Who may avail;
- v. Client steps and agency actions to obtain a particular service;
- vi. Person responsible for each step;
- vii. Processing time per step and total;
- viii. Fee/s to be paid per step and total, if necessary.
- c. Procedure for filing complaints and feedback;
- d. Contact Information of ARTA, Presidential Complaints Center (PCC), and CSC Contact Center ng Bayan in the complaints mechanism; and
- e. List of Offices

- 5) The Citizen's Charter Information Billboard is posted at the main entrance of the office or at the most conspicuous place of all the said service offices.
- 6) The printed Citizen's Charter Handbook is placed at the windows/counters of each frontline offices to complement the information on the services indicated in the Information Billboard.
- 7) The Citizen's Charter Handbook version is uploaded on the website or any online platform available of the agency/LGU through a tab or link specifically for the Citizen's Charter, located at the most visible space or area of the official website or the online platform available.
- 8) The Citizen's Charter is written either in English, Filipino, and/or in the local dialect and published as an information material.
- 9) There is an established Client Satisfaction Measurement per service.

This certification is being issued to attest to the compliance of the agency with the foregoing statements that can be validated by the Authority.


JAIME I. MANUEL, JR.
 University President,
 DON MARIANO MARCOS MEMORIAL STATE UNIVERSITY



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