

## CITIZEN'S CHARTER



		Office: OFFICE OF STUDENT AFFAIRS AND SERI Office Hours: 7:00 – 6:00 Monday to Thursday (No Noon Contact Nos.: (046) 415-00-10 & 09176833905 Client: Students				
		Nature of Service: Admission Procedure for First Year S				
Step	Applicant/ Client	Service Provider	Duration of activity under normal condition	Person In Charge	Fees	Form
1	Applicant submits the following documents:  o. Photocopy of Report card (form 138) or Transcript of records (Form 137)  b. Photocopy of Certificate of Good Maral Character  c. 2 copies of 1x1 ID picture  d. Short Folder	Receives accomplished Application Form and other Required documents.	5 minutes	Admission Officer		OSAS- QF-01 (Application form for Admission)
2	Applicant receives examination permit.	Schedules the date of examination.	2 minutes	Admission Officer		OSAS- QF- 03 (Examination Permit)
3	Applicant takes the admission examination as scheduled.	Administers Admission Examination.	90 minutes	Guidance Counselor or Psychometrician		Answer sheets for admission examination
4	Applicant gets Notice of Admission Note: For applicants seeking admission to the College of Nursing (CON), BSHRM and BSTM. the applicant is required to undergo interview:	Releases Notice of Admission and logs the NOA number and name of student and signs the logbook under the column "Released by".	10 minutes	Guidance Counselor or Psychometrician		OSAS- QF- 05 (Notice of Admission)
	Gets interview form     Applicant undergoes interview at CON or HEVTED, College of Education     Applicant returns to OSAS and submits accomplishment interview form	Releases Interview form.	2 minutes	Guldance Counselor		OSAS- QF-04 (Notice for Evaluation)
5	Applicant presents the Notice of Admission to the University Infirmary for Medical purposes.	University Infirmary	5 minutes	University Infirmary		
		Nature of Service: Admission Procedure for Transferees 1	rom Other School			
,	Applicant presents his credestfols for hitful evaluation.  a Applicant past Notice for Evaluation form and Proceed to concerned college for their evaluation.  b. Applicant undergoes interview with respective college.  c. Applicant returns to CSAS and submit the accomplished Notice for Evaluation.	Evaluates and computes the GPA. Issues Interview form.  Concerned College	10 minutes 5 minutes 60 minutes	Admission Officer Admission Officer College Registrar		OSAS- QF-04 (Notice for Evaluation)
2	If qualified from the evaluation of the College, the applicant submits the following documents to OSAS: a. Photocopy of Certificate of Grades, b. Photocopy of Certificate of Good Moral, c. Photocopy of Hourorable Dismissal, d. Photocopy of NBI Clearance or Police Clearance, e. 2 copies of 1x1 ID Ptture, f. Short Foldor.	Receives and files the documents.	5 minutes	Admission Officer		OSAS- QF-01 (Application form for Admission)
	Applicant receives examination permit.	Issues Examination Permit.	2 minutes	Admission Officer		OSAS- QF- 03 (Examination Permit)
	Applicant takes the admission examination as scheduled.	Administers admission examination.	90 minutes	Guidance Counselor or Psychometrician		Answer sheets for admission examination
	Applicant gets the Notice of Admission.	Releases Notice of Admission and logs the NOA number and name of student and signs the logbook under the column "Released by".	10 minutes	Guidance Counselor or Psychometrician		OSAS- QF- 05 (Notice of Admission)
	Applicant presents the NOA to the Dean of OSAS together with all the complete requirements for interview.	Interviews and affixes signature.	10 minutes	Dean, OSAS		
7	Applicant presents the NOA to the University Infirmary for Medical purposes.		5 minutes	University Infirmary		
		Nature of Service: Procedure in Securing Certification				
	Applicant/Scholar submits the following documents:  1. Accomplished University Clearance 2. Official receipt of payment for the certification of Good Moral Character from the Casiler's Office.	Receives and checks the submitted documents.	2 minutes	MIS Officer / OSAS Staff	Php. 15.00	University Clearance
2	Applicant fills out the request for good moral certificate sheet.	Prepares and releases the Certificate of Good Moral Character.  Proceeds to the OPAC for the title/author & subject needed for research.	2 minutes	MIS Officer / OSAS Staff		OSAS- QF- 41 (Request for Good
3	Applicant signs the request for good moral certificate sheet.	Figure the request for good moral certificate sheet under the column Freleased by".	2 minutes	MIS Officer / OSAS Staff		Moral Certificate)

	Office Hours: 7:00 Contact Number(s): (046 Clients: Stud	ICE OF THE UNIVE am - 6:00pm Mond   862-08-53     STRATION OF NEV	ay to Thursday (No			
Step	Client	Service Provider	Duration of activity under normal condition	Person in Charge	Fees	For
,	Student submits oil the required original documents for excellent.	Owels, receives all the required original documents and leave Certiflate of Admission	2 minutes	Analgreed Stroff	Not Applicable	Certificate Admiteion
2	Receives Certificate of Admission and fill-out Personal Information Sheet	Encode Personal Information and assign Student Number	3 minutes	Assigned Stoff	Not Applicable	Personal Int Sheet
3	Receives and Sign the Issued Registration Form and have it validated	Validates the registration form and get one copy	1 minute	Assigned Stoff	Not Applicable	Registration
	Office Hours: 7:00 Contact Number(s): (046 Clients: Stur	ICE OF THE UNIVE am - 6:00pm Mond   862-08-53  ents JANCE OF SCHOOL	ay to Thursday (No	Noon Break)		
Step	Office Hours: 7:00 Contact Number(s): (046 Clients: Stur	am - 6:00pm Mond   862-08-53  ents	ay to Thursday (No	Noon Break)	Fees	For
Step	Office Hours: 7:00 Contact Number(s): (046 Clients: Stuc Nature of Service: ISSI	am - 6:00pm Mond   962-08-53  ents JANCE OF SCHOOL	CREDENTIALS /	Noon Break)	Fees	For University Georges Signature Request Signature
-	Office Hours: 7-900 Contact Number(s): (946 Clients: Stuc Nature of Service: ISSI  Client  Soder reques for University Cheroses from that request or Sequent Sky (the subsequent request) or	am - 6:00pm Mond ) 862-08-53 Jents JANCE OF SCHOOL Service Provider Peceivas the occomplished University Occorace or	Duration of activity under normal condition	DOCUMENTS  Person in Charge	Fees P50.50 per page for TDR and P15.00 per page for any Cartiflordian	University Cleanance/
1	Office Hours: 7.00 Contact Number(s): (old Clients: Sturnard Number(s): (old Clients: Sturnard Sturnar	am - 6:00pm Mond ) 862-08-53 Jents JANCE OF SCHOOL Service Provider Peceivas the occomplished University Occorace or	ay to Thursday (No. CREDENTIALS / Duration of activity under normal condition 2 minutes	DOCUMENTS  Person in Charge  Antigned Staff	PS0.00 per page for TOR and P13.00 per page for	University Cleanance/
2	Office Hours: 7:00 Contact Number(s): (See Contact Num	arm - 6:00pm Mondi 982-08-03 Jents JANCE OF SCHOOL Service Provider Beceive the accomplished Whentiff Chance or Request Stip Obetic the OK and hazes	ay to Thursday (No. CREDENTIALS / Duration of activity under normal condition 2 minutes 2 minutes	DOCUMENTS  Person in Charge  Adapted Stuff  Carbite's Office	PS0.00 per page for TOR and P13.00 per page for	University Cleanance/

HEALTH SERVICES LINIT

	Contact I Client:	Nos.: Tel No. (046) 415-0013 loc 250 / CP No. 09338167786 Students, Faculty Members and Employees of Other	Institutions	_/		
		Nature of Service: Request for Use of the Library Facilities and	d Resources			
Step	Applicant/ Client	Service Provider	Duration of activity under normal condition	Person In Charge	Fees	Form
1 2	Visitor presents referral letter to use the library facilities and resources.	Receives letter of referral.  Logs in the visitors logbook and leaves unnecessary things in the baggage area near the entrance of the library.	1 minute 2 minutes	Assigned Clerk Assigned Clerk	Free of Charge Free of Charge	Referral letter Logbook
3		Submits the referral letter to the librarian in-charge at the desk and signs in the record book for library fee.	1 minute	Assigned Clerk	Php. 30.00	Library Record Book
		Proceeds to the OPAC for the title/author and subject needed for research.				
		Nature of Service: Request for Borrower's Card (New Registra	nts)			
	New students, faculty members and employees inquire about issuance of Borrower's card. (Requirements i For students = Current Registration Form and 1 pc 1x1 ID picture : For Faculty members and employees = CVSU ID.	Provides the students, faculty members and employees with slips to be filled up.	1 minute	Assigned Guard / Clerk	Free of Charge	Registration Slip
2		Students/faculty members/employees encode their data.	2 minutes per client	Client	Free of Charge	
3		Takes picture of the client with webcom, stamps validity of the borrower's card, counter signs Registration form of students.	2 minutes per client	Assigned Clerk	Free of Charge	Borrower's card
		Nature of Service: Validation of Borrower's Card (Old Registra	nts)			
1	Students, instructors and employees request for validation of library or borrower's cards. Students present their latest registration form while faculty members and employees present their ID.	Checks registration form for current semester together with their library or borrower's card.	1 minute	Assigned Clerk	Free of Charge	Library ID or Borrower's card
2		Verifies the encoded data of the client and updates the record if necessary.  Countersigns and stamps validity date on the borrower's card.	1 minute	Assigned Clerk	Free of Charge	Borrower's card
3		Releases validated Borrower's card.	1 minute	Assigned Clerk	Free of Charge	Borrower's card
		Natural Construction Description Description Construction				
		Nature of Service: Request for Replacement of Lost Library Car				
	Students, faculty members and employees presents affidavit of loss.	Receives affidavit of loss.	1 minute	Assigned Clerk Assigned Clerk	Free of Charge Free of Charge	Affidavit of loss
3		Checks the database of registered clients and updates data if necessary.  Countersigns and stamps validity date on the Borrower's card. Releases new borrower's card to client upon payment.	2 minutes per client 2 minutes	Assigned Clerk	Php. 20.00	Borrower's card
		perione store to cross specification				
		Nature of Service: Borrowing and Returning of Books				
1	Students, Faculty members and Employees present books to be borrowed.	Borrowing of books: Checks out the books to be borrowed by scanning the borcodes of these and prints slips for the borrowed books. Stamps due date on the date due slip. Files book cards of the books borrowed.	1 minute	Assigned Clerk	Free of Charge	CvSU ID & Borrower's card, slips for borrowed books
2		Returning of Books: Checks in the books borrowed by scanning their borcodes. Inserts the book cards and shelves these books.	2 minutes	Assigned Clerk	Free of Charge	CvSU ID & Borrower's card

	Office: Office Hours: Contact Number(s): Clients: Nature of Service:	HUMAN RESOURCE DE 7:00am - 6:00pm Monda (046) 419-45-27 Applicant ACCEPTANCE OF APPLI	y to Thursday (N	o Noon Break)	I-ACADEMI	C POSITIONS
Step	Client	Service Provider	Duration of activity under normal condition	Person in Charge	Fees	Form
1	Sebmin application letter and credentials	Checks and records the documents salantited to the Application Mentioring Datobase	2 minutes	HR South		Documents submitted
		Conducts initial screening of documents bosed on the Qualification Stondards for vaccel positions	3 minutes	HR South		Applicant's Initial Assessment Form
		Advises that the client will be notified of the status of opplication through small or test message	1 minute	HR South		
	Office: Office Hours: Contact Number(s):					
	Office Hours: Contact Number(s): Clients: Nature of Service:	7:00am - 6:00pm Monda (046) 419-45-27 Applicant PROCESING AND ISSU/	y to Thursday (N	o Noon Break)		
Step	Office Hours: Contact Number(s): Clients:	7:00am - 6:00pm Monda (046) 419-45-27 Applicant	y to Thursday (N	o Noon Break)	Fees	Feem
Step	Office Hours: Contact Number(s): Clients: Nature of Service:	7:00am - 6:00pm Monda (046) 419-45-27 Applicant PROCESING AND ISSU/	y to Thursday (N	o Noon Break)	Fees	Form HIDO-OF-05 Reser Report Form
	Office Hours: Contact Number(s): Clients: Nature of Service:	7:00am - 6:00pm Monda (046) 419-45-27 Applicant PROCESING AND ISSU/ Service Provider Enriess the duly occomplished from for	y to Thursday (N NCE OF HR REC Duration of ectivity under normal condition	ORDS Person in Charge	Fees	HRDO-QF-05 Recor
	Office Hours: Contact Number(s): Clients: Nature of Service:	7:00am - 6:00pm Monda (046) 419-44-5-27 Applicant PROCESING AND ISSU/ Service Previder  Extern to duly compliant from the compl	y to Thursday (N ANCE OF HR REC Duration of activity under normal condition	O Noon Break) CORDS Person in Charge Ht Stelf	Fees	HRDO-QF-05 Recor
Step	Office Hours: Contact Number(s): Clients: Nature of Service:	7:00am - 6:00pm Monda (004) 419-43-73 Applicant PROCESING AND ISSUJ Service Provider Prices the duly consequently conseque	y to Thursday (N NOCE OF HR REC Duretion of activity under exernal condition 3 minutes	ORDS  Person in Charge  Hit Shelf	Fees	HRDO-QF-05 Recor

	QUALIT	y POLICY	
We Comm	it to the high	est standards (	of education,
⊌alue our sta	keholders, Str	ive for continu	al improvement
of our produc	ts and service	es, and Upholo	I the University's
tenet	of Truth, Exc	ellence, and S	ervice to

produce globally competitive and

morally upright individuals.

	Nature of					
Step	Patient (New Students) / Client	Service Provider	Duration of Activity (Under normal circumstances)	Person-in-Charge	Fees	Form
Day 1 (Laboratory and X-ray Examination)	Presents the Notice of Student Admission (NOA)	Confirms schedule of student     Secures copy of NOA     Issues Personal Information Sheet (Identification	5 - 10 sec.	Health/front desk personnel or Nurse on Duty (NOD)	No fees	OSAS-QF-05Notice of Admission (NOA)     UHSE-QF-10 (Personal
2	Fills-out Personal Information Sheet	form)  • Encodes Personal Information and takes a picture of the student  • Checks and records vital signs and body mass index  • Issues request form and claim stub	3 - 5 mins.	Nurse on Duty (NOD)		Information Sheet)  UHSE-QF-11 (Student Health Record)  UHSE-QF-05/06 (Laboratory/  X-ray Examination Request Form)  Claim Stub
3	Proceeds to Laboratory Section for laboratory examination Proceeds to Radiologic Section for X-ray Examination	Secures copy of Laboratory Request Form and do laboratory examination     Secures copy of X-ray Examination Request Form and examines the student	3 - 5 mins. 3 - 5 mins.	Medical Technologist (MedTech) X-ray Technologist (X-rayTech)		UHSE-QF-05 (Laborate X-ray Examination Re- Form)
Day 2 (Physical and Dental Examination)	Presents claim stub to Nurse on Duty (NOD)		30 sec 1 min.	Front deak personnel or Nurse		Claim Stub
	,,	Secures copy of Claim stub     Issues student's Health Record and Clearance Form     Releases laboratory and X-ray examination results		on Duty (NOD)		UHSE-QF-11 (Student Health Record);     UHSE-QF-12 (Medical Dental Clearance Forn UHSE-QF-06 (Laboratory and X-ray Examination Result Fo
2	Proceeds to Dental Section for dental examination	Examines the student and signs the dental	5 - 7 mins.	Dentist		<ul> <li>UHSE-QF-06/12 (Dent</li> </ul>
	Proceeds to Medical Section for physical examination	clearance • Examines the student • Signs and issues medical clearance to proceed enrolment if clear or fit for schooling	5 - 7 mins.	Physician		Record/Clearance Forn  • UHSE-QF-11/12(Stude Health Record/ Medica Clearance)
		<ul> <li>Secures copy of student's medical and dental record for encoding and safekeeping</li> </ul>	30 sec.	Physician / Nurse on Duty (NOD)		UHSE-QF-06/11 (Denti Record/Student Health Record)
		Nature of Service: Medica	I Consultation and Treatme	ent		
Step	Patient (Student and University Personnel) / Client	Service Provider	Duration of Activity (Under normal circumstances)	Person-in-Charge	Fees	Form
1	Comes to clinic for consultation	Confirms personal information from identification card and accomplishes consultation form	30 sec.	Nurse on Duty (NOD)		Identification card or I     UHSE-QF-01 (Consulta Form)
2	Submits oneself to the assessment of vital signs	Checks and records client's vital signs and other necessary information     Retrieves medical/dental record	1min.	Nurse on Duty (NOD)		UHSE-QF-01 (Consulta Form)     Medical or Dental Rec
3	Submits to the consultation process	Refers and accompanies patient to the physician/dentist     Verifies the complaint, Assess the patient and records the observation and findings     Gives treatment, prescribes medication, and advice.     Advises the patient to go back to Nurse on Duty (NOD)	3-5 mins.	Physician or Dentist		UHSE-QF-01(Consultation Form)     Medical or Dental Reco
1	Presents prescription and submits the medical/dental card to Nurse on Duty	Receives the prescription form     Dispenses available prescribed medication     Advises the patient on proper use and intake of medicines	1 min.	Nurse on Duty (NOD)		UHSE-QF-04(Prescript Rx Form) UHSE-QF-01(Consulta Form) Madian/Consulta
5	Signs the logbook	<ul> <li>Logs the name of patient, name and quantity of dispensed medicines, and have it signed by the patient</li> </ul>		Nurse on Duty (NOD)		Medical/ Dental Recor     UHSE-QF-04(Prescripti Rx Form)     Logbook
6	Requests for the following health care procedures and referrals:	Accompanies the patient	30 sec.			
	a. Wound care	<ul> <li>Assesses and treats the wounds according to the extent of injury.</li> </ul>	15-30 mins.	Nurse on Duty (NOD), Physician/		UHSE-QF-01(Consultation Form)
	b. Laboratory or Radiologic examination	Secures copy of Laboratory or X-ray     Examination Request Form and examine the     patient.     Advise the patient to return after 2 working days     for the results	3 - 5 mins.	Medical Technologist (Med.Tech) / X-ray Technologist (X-ray Tech)		- UHSE-QF-05(Laboratory o X-ray Examination Reque Form)
	b.1 Request for a copy of results	Presents to the patients a copy of result and have it signed for conforme	3-5 mins.			UHSE-QF-06(Laboratory/ X-ray ExaminationResult
		Advises and explains the need for observation				

4	Office Hours: 7:00am	R'S OFFICE - 6:00pm Monday to rees, Students, Parer CTION OF FEES			Public	
itep	Client	Service Provider	Duration of activity under normal condition	Person in Charge	Fees	Form
1	Present completely filled-out request slip certification registration forms etc.	Draluctes registration form and other requirements as to completeness and occuracy	1 minute	Cookier / Collecting Officer		Request slip, order poyment and registration form
2	Fays the corresponding amount of a certain transaction	n Issues Official Receipt	1 minute	Cookier / Collecting Officer	Depends on request /transaction	
	Pays tubles and releableseous fees	Issues Official Receipt	2 minutes	Costler / Collecton	Cosk / Installment	Registration Form
	New York (1997)  - And Contraction of Table (1997)  - Deliver of Table (199	Issue Official Resign Issue Official Resign	2 minutes 2 minutes 1 minutes 2 minutes 3 minutes 4 minutes 4 minutes 5 minutes 6 minutes 6 minutes 7 minutes 8 minutes 9 minu	Officer Coalcar / Callending Officer Coalcar / Callending Officer Coalcar / Collecting Cofficer	Phy 15.00 Phy 35.00 Phy 35.00 Phy 35.00/phy Phy 15.00/phy Phy 15.00/phy Phy 15.00 Phy	Bequest slip Bequest slip Completion Form Bequest slip Bequest slip Bequest slip Bequest slip Bequest slip Bequest slip Application Form Adding/ Obenging Form Porn Adding/ Obenging Form Order of Forme
Sitep	Schedule: 7:00 AM to Clients: Employee: Requirements: Valid ID (A	SURSEMENT / CHEC 6:00 PM; Monday to s, Students, Parent/G y Government issued ID ion/SPA of claiming ca Service Provider	Thursday exceptuardian, Graduar	t holidays. tes, General Pub loyer ID; School ID of company or anot	Postal ID. Brov.	Form
•	present Valid Id/Authorization.	claiment on the list of checks for release. Let the client sign on the purpoil or voucher. (If eat available inform the client) Verify the signature of the clients on the	2 2000			Authorization
		payroll/reader. Coater sign on the side portion of the discoversest officer.				
2	Becoive the cost from the distancing officer and most it before learing the course.     Becoive thesi from the distancing officer and ver the completeness of the earth.	payroll/veadur. Counter sign on the side portion of the disborneses afficer. Stomped poid the payroll/veadur then file.	2 minutes	None	Distancing Officer	None

## FEEDBACK AND REDRESS MECHANISM

Please let us know how we have served you by doing any of the following:

- Accomplish our Feedback Form beside the Public Assistance and Complaints Desk (PACD) and put inside the drop box;
   Send your feedback through e-mail: cvsuhrd@cvsu.edu.ph; or
- Talk to our Public Assistance Officer.
- THANK YOU for helping us continuously improve our services.