



MARINDUQUE STATE UNIVERSITY

**2024
CITIZEN'S
CHARTER**

CITIZEN'S CHARTER

2024 Edition

I. Mandate:

Provision of Higher Education Services in accordance with the Legal Bases of the establishment of Marinduque State University (Republic Act No. 805, Batas Pambansa Blg. 377, Republic Act 6833, Republic Act 7319, Republic Act 11334).

II. Vision:

By 2030, MarSU is a globally recognized university, fostering academic excellence through research and innovation.

III. Mission:

MarSU provides excellence in instruction, research, extension and production, responsive to the needs of the 21st century education in pursuit of global transformation.

IV. Service Pledge:

We, the Officials, Faculty and Personnel of Marinduque State University are committed to work on the highest degree of professionalism expected from an academician to provide quality service to our clientele and pledge to:

1. Usher clients to person concerned in order to avoid red tape;
2. Effectively, efficiently and economically provide clients with quality service;
3. Systematically process clients' documents and for "extra mile";
4. Keep the workplace accessible and comfortable to clients;
5. Display highest degree of professionalism;
6. Provide courteous and prompt service;
7. Treat everyone equally;
8. Inform the public of the procedures, requirements, fees, person-in-charge for various transactions;
9. Take appropriate and immediate action on complaints.

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1. Checking of Incoming & Outgoing Visitors, Personnel Faculty & Students

Provision of Security Services for Clients and Employees of the University

Office or Division:	Civil Security Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Valid I.D.			Client	
2. Valid I.D.			Client	
3. Accomplished/Filled-up Forms			Guard on Duty	
4. Accomplished/Filled-up Forms with O.R. Number			Guard on Duty/ Cashier's Office	
5. Valid I.D.			Client	
6. Valid I.D.			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs in the visitor's logbook (for walk-in /external clients)	1. Provides the logbook to the client	None	2 minutes	Guard on Duty
2. Secures vehicle pass to get to the premises of the college	2. Checks the validity of ID Inspects the vehicle. Issues visitors/vehicles pass Guides visitors to destination/person to be contacted	None	2-5 minutes	Guard on Duty
3. Brings in materials or vehicles for commercial jobs	3. Issues permits to bring in materials	None	2-5 minutes	Guard on Duty
4. Brings out materials or vehicles for commercial jobs	4. Issues permits to bring out materials	Depends on the amount being charged by the School	2-5 minutes	Guard on Duty
5. Rents school facilities	5. Provides the logbook to the client	None	2 minutes	Guard on Duty
6. Students come for their classes	6. Checks the validity of I.D. Inspects the vehicle. Issues visitors/ vehicles / pass. Guides visitors to destination/person to be contacted.	None	2-5 minutes	Guard on Duty
TOTAL:			24 minutes	

2. Reception of External Services Communications & Visitors

Reception of External Communications and Visitors in the Office of the University President

Office or Division:	President and Executive Staff
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen

Who may Avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. None		N/A		
2. None		N/A		
3. None		N/A		
4. None		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Logs name in the visitor's registry (for walk-in/external clients)	1. Provides the logbook to the client	None	2 minutes	Secretary to the President
2. Presents/ submits letter-requests for: appointment, use of vehicle, use of facilities/ equipment, copies of documents such as certifications, endorsements, resolutions, memos, etc.	2. Receives and records the requests and forwards the same to Secretary	None	5-15 minutes/ client	Receiving Clerk
3. Calls for a particular request, i.e. follow up letter-request/appointment with the University President, looking for a particular person, verifies a transaction, sending fax message. etc.	3. Evaluates/assess the completeness of the request and submits the same to the University President for appropriate action. Receives calls and takes note of the details of the calls. Relays the same to the University President or other concerned office/employees to seek information/action being requested by the clients.	None	5 minutes/ client	Receiving Clerk
	Acts on the requests indicating approval and/or requirement for further actions of concerned offices	None	5 minutes/ client	Secretary to the President
	Retrieves documents from the President. Takes note of the action whether preparation of reply letters or other actions are required. Forwards the request (duly acted upon) to the Releasing Clerk	None	10-15 minutes	Secretary to the President
		None	1 minute	Secretary to the President

4. Receives the document	4. Records the documents and releases the same to the clients waiting or to the office concerned. Secures copy of documents for records purposes.	None	5 minutes	Releasing Clerk
TOTAL:			43 minutes	

3. Payment/Collection of School Fees and Other Requirements

Payment/Collection of School Fees like Tuition Fee, Miscellaneous Fees and Request for Documents

Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Depends on the Assessment of Units Enrolled		Registrar's Office		
2. Depends on the Assessment		Registrar's Office		
3. None		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Payment of Tuition, Misc. and other School Fees	1. Receives payment and issue official receipts	Graduate School Fees: Tuition Fee- PHP500/ unit Reg. Fee - PHP150 Physical Fac. Fee-PHP150 Multi Media- PHP500 Internet Fee- PHP400 G/S Assoc.- PHP100 G/S Journal- PHP100	2 minutes /receipt	Any of the ff: MAILA MAE ISMAEL DINA
2. Payment for transcript of records, Certification, Authentication Commercial jobs, Rental of School Facilities/Equipment (IGP)	2. Received payment and Issue Official Receipts	Transcript of Record- PHP75/ page Authentication -PHP20 Certification- PHP20 Transfer Credentials.- PHP20 Doc. Stamp- PHP30 Urgent Request- PHP100	1 minute /receipt	Any of the ff: MAILA MAE ISMAEL DINA

		Xerox-PHP2 /page Completion of Grades- PHP50 Cert. of Good Moral-PHP30 Scholarship Cert.-PHP25 Adding/ Dropping of Subject- PHP20/ subject Graduate School Fees: Transcript of Record- PHP150 /page Certification- PHP50 Completion of Grades- PHP100 Adding Dropping of Subject- PHP100 /subj.		
3. Secures signature of student Clearance	Verified ORF/Official Receipts	Official Registration Form (ORF)	5 minutes	Any of the ff: MAILA MAE ISMAEL DINA
TOTAL:			8 minutes	

4. Application for Admission Test

Provision of Admission and Testing Services to Incoming Students

Office or Division:	Guidance and Psychological Testing Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form		Guidance Office		
2. Official Receipt		Cashier's Office		
3. Test Permit		Guidance Office		
4. Test Permit		Guidance Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-up application form for Admission	1. Issue application form, check entries of applicant's information	None	25 minutes /applicant	Guidance Staff
2. Pay the testing fee at the Cashier	2. Accept payment of testing fee	PHP200	5 minutes	Cashier

3. Submit requirements in 1 long brown envelope with the receipt to the Testing Officer at the Guidance Office	3. Prepare the test permit of the applicant	None	5 minutes	Guidance Staff
4. Get your test permit's from the Guidance Staff	4. Issue the test permit to the applicant and inform the things to bring to the testing room	None	5 minutes	Guidance Staff
TOTAL:			40 minutes	

5. Admission Test

Provision of Admission and Testing Services to Incoming Students

Office or Division:	Guidance and Psychological Testing Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Test Permit, Application Form, Official Receipt		Client		
2. None		N/A		
3. Answer sheet, Booklet		Guidance Office		
4. Admission Test Results		Guidance Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present test permit or application form with official receipt of payment to Guidance Staff/Proctor	1. Check test permit/application form with the official receipt.	None	2 minutes /applicant	Guidance Staff/Proctor
2. Take the Admission Test	2. Administer Admission Test as scheduled *MarSU University Admission Test *SAED Admission Test *CTPE Admission Test	None	40 minutes	Guidance Staff/Proctor
3. Return test materials to the Proctor after the test	3. Retrieve test materials	None	5 minutes	Guidance Staff/Proctor
4. Get the schedule of release of test results	4. Release Test Results and inform schedule of enrolment and other enrolment requirements	None	5 minutes	Guidance Staff/Proctor
TOTAL:			52 minutes	

6. Processing of Application Letter

Provision of Recruitment Services and Implementation of Recruitment, Selection, and Placement System

Office or Division:	Human Resource Management Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Application Letter, Transcript of Record, Diploma, Certification of Trainings, Clearance from previous employee if any				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Application and Diploma, Transcript of Record, Certificate of training and clearance	1. Check the qualifications and include in the roster applicants. Advice applicants and include folder per area.	None	10 minutes	HRMU Employees
2. Submit self for interview, exam and demo teaching as scheduled	2. Call/Write the applicants for interviews.	None	15 minutes	HRMU Employees
	Referral to Testing Unit (Guidance Office) for written examination		10 minutes	HRMU Employees
TOTAL:			35 minutes	

7. Processing of Appointment after Screening

Provision of Recruitment Services and Implementation of Recruitment, Selection, and Placement System

Office or Division:	Human Resource Management Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. PDS, NBI Clearance, Clearance from previous employee, Medical Certificate, and other pertinent mandated requirements			Client	
2. PDS, Form 33 and All Supporting Documents			Client/ HRMU Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present PDS, NBI Clearance, Clearance from previous agency/ Medical Certificate and other pertinent mandated requirements	1. Check the veracity of documents	None	15 minutes	HRMU Employees
2. Submit all pertinent and	2. Prepare Appointment papers	None	30 minutes	HRMU Employees

mandated requirements as checked	for signature of HRMU, HRSPB Chairperson, and Forward to the Office of the President for signature and Oath Taking Submit to CSC for Approval		30 minutes	
TOTAL:			1 hour & 15 minutes	

8. Issuance of service records, certificate of employment, no pending administrative case, no leave of absence without pay and last day of service

Office or Division:	Human Resource Management Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		HRMU		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Request Form	1. Receive Request	Php15 per copy	2 minutes	HRMU Staff
	Prepare the certification/ Service Record		3 days	HRMU Staff
	Review the contents of the Certification and endorse it to HRMU Director for signature		2 minutes	HRMU Staff
	Sign the Certification		2 minutes	HRMU Director
	Inform the client of the availability of the certificate/service record		1 minute	HRMU Staff
	Release the certificate and ask the clients to affix their signature on the logbook		1 minute	HRMU Staff
2. Receive request and sign on the logbook				
TOTAL:			3 days 8 minutes	

9. Application for Sick Leave and/or Vacation Leave

Office or Division:	Human Resource Management Unit
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Leave Application Form				
2. Medical Certificate in case of sick leave of more than five days				
3. Clearance for vacation leave in excess of 30 calendar days				
4. Travel authority in case vacation leave will be spent overseas				
5. Clearance for travel abroad				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Leave Form (CSC Form No. 6)	Receive accomplished Leave Form (CSC Form No. 6) duly endorsed and signed by the recommending official or office/ department head	None	5 minutes	HRMU Staff
	Post, record, and update Leave Balances		15 minutes	In-Charge of Leave Card
	Forward Application for Leave Form to the concerned signatories for the approval of Leave		3 minutes	HRMU Staff
TOTAL:			23 minutes	

10. Application for Monetization of Leave Credits

Office or Division:	Human Resource Management Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Leave Application Form (CSC Form No. 6)		HRMO		
2. Approved Request for Monetization				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare letter of request for monetization	Receive Approved Letter	None	2 minutes	HRMU Staff
2. Fill-out Leave Form (CSC Form No. 6)	Receive accomplished leave form (CSC Form No. 6)		3 minutes	HRMU Staff
	Forward Leave Form to the concerned signatories for signature		3 minutes	HRMU Staff
	Secure approval of the University President		1 day	University President
	Log approved Leave Form		2 minutes	In-Charge of Leave Card

TOTAL:		1 day & 10 minutes	
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11. Signing of Clearance

Signing of Clearance to Ensure Accountability in Returning Books and Provision of Library-Related Services

Office or Division:	Learning Resources Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Clearance and Borrower's Card			LRC	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrower's Card and the Clearance	1. Evaluate if the client has no obligation to settle	None	5 minutes	Library-in-charge
2. Check the borrower's card	2. Sign the Clearance	None	3 minutes	Library-in-charge
3. Claim the clearance	2. Release the Clearance	None	1 minute	Library-in-charge
TOTAL:			9 minutes	

12. Visitor Permit of Outside Researcher

Provision of Library Services to External Researchers/ Clients

Office or Division:	Learning Resources Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Referral Letter			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirements	1. Evaluate requirements of applicants	PHP25	3 minutes	Library-in-charge
2. Register the Applicant's name	2. Issue the visitor permit and file the referral letter	None	5 minutes	Library-in-charge
3. Present the permit to the library staff concerned	2. Assist the user	None		Library-in-charge
TOTAL:			8 minutes	

13. Renewal and Replacement of Borrower's Card

Provision of services to ensure renewal and replacement of Borrower's Card

Office or Division:	Learning Resources Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students; Employees			

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Old borrower's card, Letter of loss for replacement			LRC	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirements	1. Evaluate Requirements of Applicants	PHP25	3 minutes	Library-in-charge
2. Secure Order of Payment	2. Issue Order of Payment	None	1 minute	Library-in-charge
3. Pay to the Cashier's Office	3. Accept payment	None	3 minutes	Library-in-charge
4. Submit Official Receipt	4. Accept the Official Receipt	None	3 minutes	Library-in-charge
5. Register the Applicant's Name	5. Type the information on the borrower's card	None	5 minutes	Library-in-charge
6. Claim the borrower's card	6. Release the borrower's card	None	3 minutes	Library-in-charge
TOTAL:			16 minutes	

14. Processing of Application for Student Assistantships

Provision of Services for the Processing of Application for Student Assistantships

Office or Division:	Office of the Student Affairs			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. None			N/A	
2. Application Form for Student Assistantship			OSA	
3. List of Student Assistant			OSA	
4. None			N/A	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish Application Form for Student Assistants	1. Issues an Application Form for Student Assistantship to student applicant	None	10 minutes	OSA Director OSA Staff
2. Undergo interview with Head of Office/Department where student is applying as Student Assistant	2. Receive recommendation form from Department/Office Head	None	1 day	OSA Director OSA Staff
	Determine if applicant meets all qualifications and signs on the application form		1 day	
3. Await posting list of successful applicants	Prepares a list of successful applicants and submits it to the University President through VPAA for his approval	None	1 day	OSA Director OSA Staff

4. Wait for Office Order issued by the Office of the President	4. Prepares Office Order	None		President Staff
TOTAL:			3 days & 10 minutes	

15. Handling of Complaints Against Students

Provision of services and processes in handling complaints against students

Office or Division:	Office of the Student Affairs			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Logbook			Office of the Student Affairs	
2. Incident Report Form			Office of the Student Affairs	
3. Notice of Dialogue/Hearing			Office of the Student Affairs	
4. Logbook			Office of the Student Affairs	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Orally report complaint to the Office of Student Affairs	1. Discusses complaint with complainant and gives Logbook to document complaint	None	1 hour	OSA Director OSA Staff
2. Accomplish and submit Incident Report Form	2. Receives accomplished Incident Report Form	None	1 hour	OSA Director OSA Staff
3. Confirm venue, date and time of fact finding dialogue/hearing to be conducted	3. Informs complainant on venue, date and time of dialogue/hearing	None	1 hour	Student Tribunal Committee
4. Attend conduct of dialogue/hearing	4. Conducts dialogue/hearing and works for resolution of the case	None	1 day	Student Tribunal Committee OSA Director
TOTAL:			1 day & 3 hours	

16. Issuance of Permit to Hold an Activity

Provision of services and processes in issuing permit to hold an activity

Office or Division:	Office of the Student Affairs			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Permit to hold an Activity of Letter of Request			OSA	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Secure and accomplish Permit to hold an activity and attached letter of request, project/program proposal	1. Received accomplished form and reads entire entries therein	None	30 minutes	OSA Director OSA Staff
	Affixes signature on the form or letter		10 minutes	OSA Director
	Return signed form or letter to student		10 minutes	OSA Director OSA Staff
2. Get signed/ approved form and submit it to the Campus Director, Office of the VPAA and Office of the President	2. Receive signed letter of request by OSA	None		Campus Director VPAA Office of the President
3. Claimed signed letter of request	3. Signs on the letter request	None		Campus Director VPAA Office of the President
TOTAL:			50 minutes	

17. Issuance of Certification of Re-Admission

Provision of services and processes in issuing Certificate of Re-Admission

Office or Division:	Office of the Student Affairs			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			N/A	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish & submit request form for certificate of Re-Admission	1. Receives and evaluates the request	None	10 minutes	OSA Director OSA Secretary
2. Proceed to cashier's	2. Accepts payment and issues official receipt (O.R.)	PHP50	10 minutes	Cashier's Office Staff
3. Present the official receipt to the OSA	3. Verifies records of students behaviour		5 minutes	OSA Director OSA Secretary
4. Secure the certification of Re-Admission	4. Issues certificate of Good Moral Character			OSA Director OSA Secretary
TOTAL:			25 minutes	

18. Issuance of Certification of Good Moral Character

Provision of services and processes in issuing Certification of Good Moral Character

Office or Division:	Office of the Student Affairs
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Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Form			OSA	
2. Certificate of Re-Admission			OSA	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit request form for certificate of good moral character	1. Receive and evaluates the request	PHP20	10 minutes	Cahier's Office Staff
2. Proceed to cashier's office to pay for certificate	2. Accept payment and issues official receipt (O.R.)		10 minutes	OSA Director OSA Staff
3. Present the official receipt to the OSA	3. Verifies record of student behaviour		5 minutes	OSA Director OSA Staff
4. Secure the certification of good moral character	4. Issue certificate of Re-Admission		5 minutes	OSA Director OSA Staff
TOTAL:			30 minutes	

19. Request for Exemption from Wearing the School Uniform

Provision of services and processes in requesting for exemption from wearing the school uniform

Office or Division:	Office of the Student Affairs			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Request			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter on non-wearing of school uniform	1. Evaluate excuse letter and issue Exemption Slip		10 minutes	OSA Director OSA Staff
2. Show exemption slip to faculty/security guard	2. Teacher/guard examines authenticity of Exemption Slip			Faculty/Teacher School Guard
TOTAL:			10 minutes	

20. Availment of Extension Services

Provision of services and processes in requesting for Extension Services

Office or Division:	Extension Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request/I.D.			Client	
2. Order of Payment			Extension Office	

3. O.R.		Cashier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirements	1. Evaluate Requirements of Applicants		3 minutes	Letter Request/ID
2. Secure Order of Payment	2. Issue Order of Payment		5 minutes	Cashier of the IGP In-Charge
3. Pay to the Cashier's Office	Accepts payment of client's fee		5 minutes	Cashier
4. Submit Original Receipt of Payment	4. Stamp O.R. and records the O.R. number to the record book. Accomplish visitor's permit		5 minutes	Concerned Specialist
5. Claim/ Avail Services	5. Serve clients as to the services needed		As per required	Concerned Specialist Technical Person
TOTAL:			18 minutes	

21. Medical Services

Office or Division:	Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
1. None	N/A			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For physical exam go to clinic. Present COR for old students, sign the physical log Book	1. Inspect the validity of COR or I.D.	None	1-2 minutes	Registered Nurse
2. Accomplish Medical Record Form (For new student)	2. Guide patient in accomplishing MRF Retrieve the MRF of the Student	None	2-5 minutes 1-2 minutes	Registered Nurse
3. Taking of vital signs, height, weight and medical history of patient	3. Conduct Accurate Measurement	None	5-10 minutes	Registered Nurse

4. Secure referral. Submit to physical examination	4. Refer student to the physician for Physical Examination Conduct Physical Examination	None	1 minute 10-15 minutes	Registered Nurse Physician
TOTAL:			35 minutes	
1. For remote online consultation may use the following: Platform (Text Message, Phone Call, Video Call, etc.)	Regular monitoring of messaging platforms for possible consultation. Confirmation of request	None	1 minute	Registered Nurse Physician Dentist
2. Use the following format: Name: Course Year: Age: Address: Chief Complaint:	Verification of data.	None	3 minutes	RN Physician Dentist
3. Consultation	Medical History Taking. Discussion of chief complaint	None	5 minutes 10-15minutes	RN Physician Dentist
4. Issuance of the following document, eg. Medical Certificate, Referral Slip, Prescription, etc.)	Filling up the data needed in the document Issuance of Necessary Document	None None	3 minutes 3 minutes	RN Physician Dentist
TOTAL			30 minutes	

22. Dental Services

Provision of dental services to students and employees

Office or Division:	Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. None			N/A	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Dental check-up/extraction, go to the clinic and	1. Inspect validity of COR or I.D.	None	1-2 minutes	Registered Nurse

present COR. For old students, sign physical logbook				
2. Accomplish Dental Record Form (For new student) Retrieval of Dental Record (For old student)	2. Guide patient in accomplishing DRF Retrieve the DRF of the Student	None	2-5 minutes 1-2 minutes	Registered Nurse
3. Taking of vital signs	3. Conduct Accurate Measurement	None	3-5 minutes	Registered Nurse
4. Secure referral submit for Dental Check-up/Extraction	4. Refer student to the physician for Dental Check-up/Extraction Conduct Dental Check-up/Extraction	None	1 minute 15-45 minutes	Registered Nurse Dentist
5. Medicine Acquisition	5. Releasing of Medicines and Health Teaching	None	1-3 minutes	Registered Nurse
TOTAL:			1 hour & 8 minutes	

23. Internet Login/Logout Process

Provision of internet services to students and employees

Office or Division:	Information & Communication Technology Services Center (ICTSC)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid I.D./COR			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>SLOT AVAILABILITY CHECK</u> 1. Ask the Front Desk Assistant if there is an available slot. <i>Note: This information can also be seen at the IAMS display.</i> 2. If there's available slot, present your valid school identification card (for old student) or valid COR (for freshmen) or any	1. FDA provided availability status to Client as indicated in the IAMS. <u>CLIENT REGISTRATION</u> FDA scans the I.D. through the IAMS barcode reader. Once validated, the Client gets logged.	Internet Fee falls under Misc. Fees settled during enrolment Internet Fee for BSIS/BS InfoTech: Php400 equivalent to 20 hours internet access time	Min. of 5 seconds Max. of 10 seconds Min. of 5 seconds Max. of 1 minute	Front Desk Assistant (FDA)

<p>valid identification card for visitors to login.</p> <p><i>Note: Visitors are not logged into the system but are requested to log in their access time in MarSU-ICTSC Record1.</i></p>	<p>For COR presented e.g. freshman/late enrollee:</p> <p>a. FDA shall search in the system the Client Name or I.D. Number and login.</p> <p>b. If not found, he shall register the New Client in the system and login</p>	<p>Other courses: Php200 equivalent to 10 hours internet access time</p>	<p>Min. of 10 seconds Max. of 15 minutes</p> <p>Min. of 1 minute Max. of 2 minutes</p>	
TOTAL:			18 minutes	

24. Systems & Procedures of Enrolment

Provision of Systems and Procedures for students' enrolment and records management

Office or Division:	Registrar's Office		
Classification:	Complex		
Type of Transaction:	G2C – Government to Citizen		
Who may Avail:	All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
<p><u>UPLOAD</u> the following documents through MarSU.priisms.online Student Portal</p> <p><u>NEW STUDENTS:</u></p> <p><u>JHS-Incoming Grade 7</u></p> <ol style="list-style-type: none"> 1. Grade 6 Form 138/HS Report Card (1st & 2nd Qtr. Grades) 2. 2x2 latest photo in white background with name tag 3. PSA Birth Certificate <p><u>SHS-Incoming Grade 11</u></p> <ol style="list-style-type: none"> 1. Grade 10 Form 138/HS Report Card (1st & 2nd Qtr. Grades) 2. 2x2 latest photo in white background with name tag 3. PSA Birth Certificate <p><u>FRESHMAN-Incoming 1st Year College</u></p> <ol style="list-style-type: none"> 1. Grade 12 Form 138/HS Report Card (1st & 2nd Qtr. Grades) 2. 2x2 latest photo in white background with name tag 3. PSA Birth Certificate 4. PSA Marriage Contract (for female married applicant only) <p><u>TRANSFEREE</u></p> <ol style="list-style-type: none"> 1. HS Report Card (for Grade 12) or Transcript of Records (for College) from the last school attended 2. 2x2 latest photo in white background with name tag 3. PSA Birth Certificate 		Client	

4. PSA Marriage Contract (for female married applicant only)

2nd COURSER/CTPE

1. Transcript of Records from the last school attended
2. 2x2 latest photo in white background with name tag
3. PSA Birth Certificate
4. PSA Marriage Contract (for female married applicant only)

GRADUATE STUDENT-Masteral and Doctoral

1. Transcript of Records from the last school attended
2. 2x2 latest photo in white background with name tag
3. PSA Birth Certificate
4. PSA Marriage Contract (for female married applicant only)

RETURNING STUDENT

Admission is walk-in.

For JHS students, all hardcopies must be submitted to the Office of the Principal.

FILIPINO STUDENT

Grade 7-10 (JHS)

1. Original F138/HS Report Card
2. Original Certificate of Good Moral
3. Photocopy of PSA Birth Certificate
4. Original Medical Certificate
5. 2 copies 2x2 latest photo in white background with name tag
6. 1 long brown envelope

For SHS students, all hardcopies must be submitted to the Office of Registrar/Admission and Registration Office.

Grade 11 & 12 (Senior HS)

1. Original F138/HS Report Card
2. Original Certificate of Good Moral
3. Photocopy of PSA Birth Certificate
4. Original Medical Certificate
5. 2 copies 2x2 latest photo in white background with name tag
6. 1 long brown envelope

1st Year College/New Student

1. Passing the entrance test and interview (entrance test and interview result)
2. Original F138/HS Report Card
3. Original Certificate of Good Moral
4. Photocopy of PSA Birth Certificate
5. PSA Marriage Contract (for female married applicant only)
6. Original Police Clearance
7. Original Medical Certificate (physically, mentally and emotionally fit)

8. 2 copies 2x2 latest photo in white background with name tag
9. 1 long brown envelope

Transferee

1. Passing the entrance test and interview (entrance test and interview result)
2. Original Transfer Credential/ Honorable Dismissal
3. Original Copy/Certificate of Grades
4. Original Certificate of Good Moral Character
5. Photocopy of PSA Birth Certificate
6. PSA Marriage Contract (for female married applicant only)
7. Original Police Clearance
8. Original Medical Certificate (physically, mentally and emotionally fit)
7. 2 copies 2x2 latest photo in white background with name tag
9. 1 long brown envelope

Old Student (enrolled during the previous semester/term)

1. Fully accomplished clearance form for the last semester/term attended.

Old/Returning Student (not enrolled during the previous semester/term)

1. Passing the entrance test and interview (stopped for 3 years or more) (entrance test and interview result)
2. Re-admission slip form OSAS
3. Academic Program Evaluation
4. Fully accomplished clearance form for the last semester/term attended

2nd Courser (Student who want to pursue another course)

1. Passing the entrance test and interview (entrance test and interview result)
2. Authenticated Official Transcript of Records from the former school
3. Original Certificate of Good Moral Character
4. Photocopy of PSA Birth Certificate
5. Photocopy of Marriage Contract (for married female applicant)
6. Original Police Clearance
7. Original Medical Certificate (physically, mentally and emotionally fit)
8. 2x2 latest photo in white background with name tag
9. 1 long brown envelope

Shifter

1. Academic Program Evaluation

2. Accomplished clearance form for the last semester/term attended

FOREIGN STUDENT

1st Year College and Transferee

1. Passing the entrance test and interview (entrance test and interview result)
2. Must have complete and valid credentials
3. Must meet all the prescribed requirements by the DFA and BID
4. Must submit Certificate of Proficiency in English based on TOEFL score (for non-native speakers of English)
5. Certificate of Completion of a Secondary Curriculum
6. Original Transcript of Records
7. Personal Data
8. Affidavit of Support
9. Alien Certificate of Registration
10. Original Certificate of Good Moral Character
11. Authenticated copy of Birth Certificate
12. Photocopy of Marriage Contract (for female applicant only)
13. Original Police Clearance from the country of origin
14. Medical Certificate (physically, mentally and emotionally fit)
15. Student Visa
16. 2 copies 2x2 latest photo in white background with name tag
17. 1 long brown envelope

Masteral and Doctoral Students

1. Original copy of Official Transcript of Records (OTR) from the last school attended
Note: Request for OTR from the last school attended will be a school-to-school transaction.
2. Photocopy of PSA Birth Certificate
3. Photocopy of PSA Marriage Contract (for female married applicant only)
4. 2 copies 2x2 latest photo in white background with name tag
5. Permit to Study, if employed

GRADUATION PROCESS

1. Evaluation Checklist
2. Thesis Approval Sheet for Undergraduate (Hardbound must be presented to the designated staff) and Final Manuscript for Graduate Students
3. Application for Graduation
4. Photocopy PSA Birth Certificate
5. Photocopy Marriage Contract (for married female applicant)
6. Form 138-HS Report Card
7. Form 137-Permanent Record

<p>8. Official Transcript of Records for transferees</p> <p>Printing of Updated Academic Program Evaluation</p> <ol style="list-style-type: none"> 1. Evaluation Checklist 2. Thesis Approval Sheet for Undergraduate (Hardbound must be presented to the designated staff) and Final Manuscript for Graduate Students 3. Application for Graduation 4. Photocopy PSA Birth Certificate 5. Photocopy Marriage Contract (for married female applicant) 6. Form 138-HS Report Card 7. Form 137-Permanent Record 8. Official Transcript of Records for transferees 9. List of Professional and Major Subjects (for programs with licensure examination) 10. Student Personal Information Sheet <p><u>For OTR, TC/HD, Certification/CAV, Evaluation, 2nd Copy of Diploma and Form 137</u></p> <ol style="list-style-type: none"> 1. Fully accomplished clearance form <p><u>For Authentication</u></p> <ol style="list-style-type: none"> 1. Original copy of the document <p><u>For ID</u></p> <ol style="list-style-type: none"> 1. Official Receipt <p><u>For Office Documents</u></p> <ol style="list-style-type: none"> 1. Filled-up request for records/documents or letter of request with signature of concerned officials/students/clients and approval of the Data Privacy Officer. 2. For student-researcher, his/her letter of request must be signed by his/her Thesis Adviser and Dean and a notarized Non-Disclosure Warranty must also be submitted. <p><u>For Student Verification</u></p> <ol style="list-style-type: none"> 1. Letter of request 2. Authorization letter from the student 3. ID of the student and representative 				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>ONLINE ADMISSION PROCESS</p> <p><i>Admission could be done anytime</i></p>	<p>For new JHS, SHS, Freshman, Transferee and 2nd Courser/CTPE & Graduate Students:</p> <ol style="list-style-type: none"> 1. Go to MarSU.priisms.online. 	<p><u>Fee is to be paid before taking the entrance exam</u></p>	<p>15 minutes upon face-to-face contact with the designated admission staff/officer</p>	<p>Designated Admission Staff/Officer and System Administrator</p>

<p><i>and anywhere following the MarSU-BOT approved admission period/schedule.</i></p> <p><i>Existing online enrollment system was approved through MarSU-BOT Resolution No. 47 s. 2021 dated April 8, 2021.</i></p> <p><i>Implementation of online system started during the 2nd Semester AY 2021-22.</i></p>	<ol style="list-style-type: none"> 2. Click New Applicant Button. 3. Select School/College, Campus, Application Type, Classification Grade/Year Level (if applicable), Academic Program and Strand (if applicable) then click next. 4. Fill out all required fields in Personal Information. 5. Fill out your Educational Background through Create New Button. 6. Click Browse Image Button to upload your photo. 7. Fill out the Family Information. 8. Fill out other information and click next. 9. Click Choose File to upload your required documents. Save your file using your complete name. Save your file using your complete name. 10. Select Entrance Exam Preferred Date. 11. Review you information. 12. Click the boxes to confirm that you have read, understood and accepted the MarSU Admission Policies and Data Privacy Policy. 13. Read carefully the Admission Policy, Data Privacy then Click I Agree Button. Then click Proceed and Submit. 14. Application successfully submitted. 15. Login to your email account and check notifications sent to you and view the status of your application. 	<p>JHS (Gr.7)- Php100.00</p> <p>SHS (Gr.11)- Php200.00</p> <p>FRESHMAN (1st Year College)- Php200.00- charged to Free Higher Education (FHE)</p> <p>TRANSFEREE -Php200.00- charged to Free Higher Education (FHE)</p> <p>2nd COURSER/CT PE-Php200.00</p> <p>GRADUATE STUDENT- Php300.00</p> <p>RETURNING STUDENT (stopped for 3 or more years)- Php200.00- charged to Free Higher Education (FHE)</p>		
<p>ONLINE ENROLLMENT/ REGISTRATION PROCESS</p> <p><i>Online enrollment could be done</i></p>	<p><u>Grade 7-10 (Junior HS)</u></p> <ol style="list-style-type: none"> 1. Get Assessment of Fees (AF) from the Office of the HS Principal. 2. Present AF to the designated enrollment 	<p>COR- Php100.00 ID-Php100.00</p>		<p>Designated Enrollment Staff/Officer</p>

<p><i>anytime and anywhere following the MarSU-BOT approved enrollment period/schedule.</i></p> <p><i>Existing online enrollment system was approved through MarSU-BOT Resolution No. 47 s. 2021 dated April 8, 2021.</i></p> <p><i>Implementation of online system started during the 2nd Semester AY 2021-22.</i></p>	<p>Staff/Officer in the Office of the Registrar (OR).</p> <ol style="list-style-type: none"> 3. Pay necessary fees to the Cashier. 4. Present the Official Receipt to the staff in the office of the HS Principal and fill-up request for ID with the necessary data. 5. Submit accomplished request slip for ID to the staff in the Office of the HS Principal. (The accomplished request slip for ID will be brought to the OR for printing.) 6. Attend classes as scheduled. <p>NOTE: This procedure is applicable for new/old JHS, SHS, CTPE, Graduates (Masteral and Doctoral) students:</p> <ol style="list-style-type: none"> 1. Click the Enrollment Button on the left panel. 2. From the Enrollment Set-Up, press continue. 3. In the Advising Procedure, check first your student evaluation, select subject to enroll and press Register selected button. 4. Click continue. 5. From the Auto Assessment, click continue. 6. Press the Continue Button in the Confirmation. 7. Your enrollment pre-registration is now saved. You can print your Pre-Assessment Form. 8. Pay your fees at the Cashier's Office. <p>1st Year College/New Student</p> <ol style="list-style-type: none"> 1. Click the Enrollment Button on the left panel. 2. From the Enrollment Set-up, press Continue. 3. In the Advising Procedure, select your section (provided by your department), click on the subjects to be enrolled 			
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	<p>and press the Register Selected Button.</p> <ol style="list-style-type: none"> 4. Click Continue. 5. From the Auto-Assessment, click Continue. 6. Press the Continue button in the Confirmation. 7. Your enrollment pre-registration is now saved. You can print your Pre-Assessment Form. 8. You will receive an email about your enrollment validation after 24 hours. Congratulations! Welcome to MarSU. <p>NOTE: Follow online enrollment procedure for old students-irregular. Transferee/Old Students-Irregular (Undergrad/College Students)</p> <ol style="list-style-type: none"> 1. Click the Enrollment Button on the left panel. 2. From the Enrollment Setup, press Continue. 3. In the Advising Procedure, select your section (provided by your department), click on the subjects to be enrolled, press the Register selected button. To add another subject load, check your student evaluation, select other section or search subjects and press Register selected button. 4. Click Continue. 5. From the Auto-Assessment, click Continue. 6. Press the Continue Button in the Confirmation. 7. Your enrollment pre-registration is now saved. You can print your Pre-Assessment Form. 8. You will receive an email about your enrollment validation after 24 hours. 			
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	<p>3. Present Official Receipt to the designated staff in the OR.</p> <p>4. OR staff schedules when to claim the document.</p> <p><u>Authentication</u></p> <p>1. Requesting party fills-up the RS.</p> <p>2. Submit filled-up RS to OR.</p> <p>3. Claim on the due date.</p> <p><u>For ID</u></p> <p>1. Fill-up request slip for ID and present Official Receipt to the OR.</p> <p>2. Claim on the due date.</p> <p><u>For Office Documents</u></p> <p>1. Requesting party fills-up the RS for office documents.</p> <p>2. Submit filled-up request form to OR or submit letter of request.</p> <p>3. Claim on the due date.</p>	<p>Evaluation, 2nd Copy of Diploma, Form 137- 3-5 working days</p> <p>Authentication- 30 minutes</p> <p>ID- 1-5 working days</p> <p>Office Documents for accreditation/ISO/ Universityhood among other purposes such as for research – 3-5 working days</p>	<p>Php50.00- masteral and doctoral Cert/CAV- Php20.00- undergraduate; Php50.00 for masteral and doctoral Evaluation- Php20.00 2nd Copy of Diploma- Php100.00 Form 137- Php20.00</p> <p>Authentication- Php20.00- for undergraduate/1st 3 copies Php50.00- masteral and doctoral/1st 4 copies</p> <p>ID-Php100.00</p>	
STUDENT VERIFICATION	<p><u>For Student Verification</u></p> <p>Submit letter of request together with the authorization letter and ID of the student and representative.</p>	1-3 working days	-	Designated OR Staff/University Registrar

25. Required supporting documents from SPMU before approval of the payment of liability to suppliers.

The **Accounting Office** is in charge of the processing of payments to suppliers for the purchase of goods and services.

Office or Division:	Accounting Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Suppliers, Employees
CHECKLIST OF REQUIREMENTS	
1. Disbursement Vouchers	Supply & Property Management Office
2. Obligation Request (OR) for Charge to General Fund; Fund 164; IGP164; SBO/SO; Trust Fund/Budget Utilization Request (BUR)	Supply & Property Management Office
3. Purchase Request	Supply & Property Management Office
4. Purchase Order	Supply & Property Management Office

5. Charge Invoice	Supply & Property Management Office			
6. Delivery Receipt	Supply & Property Management Office			
7. Inspection and Acceptance Report	Supply & Property Management Office			
8. Canvass Papers	Supply & Property Management Office			
9. Abstract of Quotation	Supply & Property Management Office			
10. Stock Position Sheet	Supply & Property Management Office			
11. Waste Material Report for replacement items	Supply & Property Management Office			
12. Acknowledgement Receipt for Equipment (ARE) for Equipment or Inventory Custodian Slip (ICS) for semi-expandable supplies.	Supply & Property Management Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Supply and Property Management Office submits above documents to Accounting for internal audit	Accounting checks completeness of documents and VAT Certificate. Record the received documents in the Incoming Logbook	None	10 minutes	Accounting Clerk
	Pre-audits all the supporting documents received		5 minutes	Accountant
	Prepares BIR forms 2307 and 2306 in three sets of copies		5 minutes	Accounting Clerk
	Fill up the Journal Entry Section of the Disbursements Vouchers		5 minutes	Accounting Clerk
	Reviews and signs the disbursements voucher		5 minutes	Accountant
	Assign the JEV Number and Disbursement Voucher and record to assigned logbook per fund cluster		5 minutes	Accounting Clerk
	Releases voucher to approving officer		5 minutes	Accounting Clerk
	Received approved Disbursement Vouchers for payment		5 minutes	Accounting Clerk
	Forward approved Disbursement Vouchers to Disbursing Office		5 minutes	Accounting Clerk
TOTAL:			50 minutes	

26. Supplies and Equipment

Office or Division:	Supply and Property Management Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	Teaching and Non-Teaching Employees of the college

CHECKLIST OF REQUIREMENTS			OFFICE PROVIDER	
1. Requisition and Issue Slip Form			Supply and Property Management Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Multicopy of Filled-up requisition and issue slip (RIS) secured with signature of the unit head/director and CAO	Provision of Appendix 63 Form Requisition and Issue Slip for localization of supplies and materials	Not Applicable	2 minutes	Supplies and Materials Management Division Administrative Officer II Mr. Leonardo L. Jogno Supply Office Staff
2. Issuance of Supplies and materials to end-users	Proper and accurate issuance of supplies and materials as to availability and request	Not Applicable	3 minutes	Supplies and Materials Management Division Administrative Officer II Mr. Leonardo L. Jogno Supply Office Staff
3. Double check supplies and materials to be issued religiously written in the outgoing record book of the office	Proper documentation of all outgoing supplies and materials per RIS with date, complete name of requesting party, signature, and remarks (if there are balance supplies to be issued)	Not Applicable	5 minutes	Supplies and Materials Management Division Administrative Officer II Mr. Leonardo L. Jogno Supply Office Staff Records Management and Administrative Division Support Staff
TOTAL:			10 minutes	
CHECKLIST OF REQUIREMENTS			OFFICE PROVIDER	
1. Bring-In and Out Permit			Supply and Property Management Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Permit to Bring-In and Out of Supplies Form equipment and materials inside and outside the campus	Provision of Bring-In and Out Permit and physical inventory/checking of the materials to be brought in and out of the campus	Not Applicable	2 minutes	Property Management Division Administrative Aide I Cherry Ann Nogales
2. Ensure signature of the property custodian and concerned signatories in three	Head of the Supply and Property Management Office	Not Applicable	2 minutes	Administrative Officer V/Supply Officer III Jhoanna Kris N. Sager

copies before issuance of permit				
TOTAL:			4 minutes	
CHECKLIST OF REQUIREMENTS			OFFICE PROVIDER	
1. Fuel Requisition Form			Supply and Property Management Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submission of Fuel Consumption Report on the previous Fuel Issued	Accurate inspection on the actual consumption reflected in the trip ticket of each driver/end-user	Not Applicable	2 minutes	Supplies and Materials Management Division Administrative Officer II Mr. Leonardo L. Jogno Administrative Officer V/Supply Officer III Jhoanna Kris N. Sager
2.Secure Fuel Requisition Slip from SPMU	Issuance of fuel slip (diesel/gasoline) to requesting end-use)	Not Applicable	2 minutes	Supplies and Materials Management Division Administrative Officer II Mr. Leonardo L. Jogno Administrative Officer V/Supply Officer III Jhoanna Kris N. Sager
TOTAL:			4 minutes	
CHECKLIST OF REQUIREMENTS			OFFICE PROVIDER	
4. CLEARANCE (Teaching and Non-Teaching			Supply and Property Management Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Duly updated Registry of Semi-expendable Property Issued (RegSPI), ICS per COA Circular 2022-004	Issuance of approved RSPI	Will depend on the Status of Property surrendered as reflected in the RegSPI and PAR	5 minutes	Property Management Division Administrative Aide I Cherry Ann Nogales Administrative Officer V/Supply Officer III Jhoanna Kris N. Sager
2. Duly updated PAR reflected in the RPCPPE	Approval/Disapproval of Clearance	Not Applicable	5 minutes	Supplies and Materials Management Division

				Administrative Officer II Mr. Leonardo L. Jogno
				Administrative Officer V/Supply Officer III Jhoanna Kris N. Sager
TOTAL:			10 minutes	

27. Request for Simple Institutional Data

Office or Division:	Institutional Planning and Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government-to-Citizens			
Who may Avail:	Administrators, Faculty, Staff, Students, other Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Form (1 copy) or Request Letter			Planning Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Request Form	1. Receive request form 1.1 Assess and approve request	None	3 minutes	Staff in-charge Planning Officer III
2. Proceed to identified person	2. Retrieve and validate requested data 2.1 Print or Photocopy and sign document needed	None	2 days	Planning Officer I Planning Officer III
3. Receive duly-signed document and acknowledges receipt of the document by signing the record book	3. Issue duly signed documents 3.1 Assist the client sign the record book	None	3 minutes	Staff in-charge
Total			2 days 6 minutes	

28. Request for Complex Institutional Data

Office or Division:	Institutional Planning and Development Office		
Classification:	Complex		
Type of Transaction:	G2C – Government-to-Government		
Who may Avail:	Partner Agencies		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Communication Letter		Office of the President	

Expressing Intent/Purpose			Planning Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send communication letter to the Office of the President	1. Receive communication letter	None	3 minutes	Staff in-charge (Office of the President)
2. Wait for the approval of the President	2. Assess and approves the request 2.1 Issue a transmittal letter to the IPDO if request is approved	None	2 days	University President
3. Wait for the document	3. Receive the transmittal letter from OP 3.1. Retrieve and validate requested data 3.2. Review the document 3.3. Print and sign document needed	None	3 days	Staff in-charge Planning Officer I Planning Officer III Planning Officer III
4. Receive duly-signed document and acknowledges receipt of the document by signing the record book	4. Issue duly signed documents 4.1 Make sure that client signed the record book	None	3 minutes	Staff in-charge
Total			5 days and 6 minutes	

29. Request for Institutional Information and Materials

Request of clients for MarSU institutional information and materials such as institutional data, campus maps, primers and informational kits etc.

Office or Division:	Information Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Request			Requesting party provides MarSUIU	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request	1. Receive letter of request stating the purpose, type &	None	1 minute /receipt	Receiving Personnel MarSUIU

	quantity of institutional materials/data			
2. Wait for MarSUIU action (approved or denied)	2. Evaluate request based on the purpose, level of confidentiality and applicability; availability of data	None	15 mins	Information Officer III MarSUIU
3. Receive reply from MarSUIU	3.1 Inform the requesting party whether the request is approved or denied 3.2 If denied, communicate the reason for non-approval 3.3. If approved, prepare materials based on type and quantity	None	2 working days	Admin./Media & PR /Publication MarSUIU
4. Claim materials requested	4. Release the materials requested	None	10 minutes	Releasing Personnel MarSUIU
TOTAL:			2 working days	

30. Request for Event Coverage

Request of Marinduque State University offices/units for news, photo and/or video event coverage

Office or Division:	Information Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	MarSU Offices/Unit			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Request			Requesting party provides MarSUIU	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request for event coverage	1. Receive letter of request with complete attachment	None	1 minute /receipt	Receiving Personnel MarSUIU
2. Wait for MarSUIU action (approved or denied)	2. Evaluate request <ul style="list-style-type: none"> • availability of writer/photographer • non-conflict of the event to other coverage requests • schedule of event 	None	15 mins	Information Officer III MarSUIU
3. Receive reply from MarSUIU	3.1 Inform requesting party whether request is approved or denied 3.2 If denied, communicate reason for non-approval 3.3. If approved, MarSUIU personnel will attend on the day of the event	None	10 minutes	Releasing Personnel Media and PR Section MarSUIU
TOTAL:			16 minutes	

31. Request for Uploading of Content

Request of Marinduque State college offices/units for posting and website upload on official MarSU social media sites, and LED Wall

Office or Division:	Information Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	MarSU Units/Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request form			MarSUIU	
2. Necessary materials related to the event			Requesting party provides MarSUIU	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish request form	1. Receive request form with complete attachments	None	1 minute /receipt	Receiving Personnel MarSUIU
2. Wait for MarSUIU action (approved or denied)	2. Evaluate request based on the content which must be MarSU-related	None	15 mins	Information Officer III MarSUIU
3. Receive reply from MarSUIU	3.1 Inform requesting party whether request is approved or denied 3.2 If denied, communicate reason for non-approval 3.3. If approved, MarSUIU will post the materials on social media and website; and ICTSC admin will post in the LED Wall	None	2 working days	Releasing Personnel Publication/Media & PR/ICTSC admin MarSUIU
TOTAL:			2 working days	

32. Request for MarSUIU Materials

Request of Marinduque State University offices/units for current and archival materials

Office or Division:	Information Unit			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	MarSU Units/Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Form			MarSUIU	
2. Necessary materials related to the purpose			Requesting party provides MarSUIU	
3. Email address or hard drive if file is too large			Requesting party provides MarSUIU	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish request form	1. Receive request form with purpose, date of article/image published, compliance on giving proper	None	5 minutes	Receiving Personnel MarSUIU

	credits to the source of materials			
2. Wait for MarSUIU action (approved or denied)	2. Evaluate request based on the purpose and availability of materials	None	1 working day	Information Officer III MarSUIU
3. Receive reply from MarSUIU	3.1 Inform requesting party whether request is approved or denied 3.2 If denied, communicate reason for non-approval 3.3. If approved, MarSUIU will provide the materials	None	3 working days	Admin/Media& PR Section MarSUIU
4.Claim materials with hard drive or receive files via email	4.1 Claim materials/email files to the requesting party	None	1 working day	Releasing Officer MarSUIU
TOTAL:			5 working days	

33.Request for Campus Tour

Request of Marinduque State University officials for tour in MarSU Campus

Office or Division:	Information Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	MarSU Office of the President			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Call/communication from the Office of the President		Requesting party calls MarSUIU		
2. Maximum of 3-5 guests				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. OP communicates to MarSUIU	1. Receive official communication from OP	None	1 minute	Information Officer III MarSUIU
2. Endorse the activity to the Public Relations Section	2. Coordinate with the concerned office regarding the details of the activity	None	15 minutes	Information Officer III MarSUIU
3. Coordinate with MarSUIU personnel through phone call/SMS/messenger at least 15 minutes before arrival	3. Conduct the tour	None	1 day (per client request)	Public Relations Officer/Administrative Officers MarSUIU
TOTAL:			1 day and 16 minutes	

34.Request to send regular information through INFOCAST

Request to send regular information directly to mobile phones through Short Message Service (SMS)

Office or Division:	Information Office
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Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	MarSU offices and units			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter request with purpose, and message with at least 400 characters including spaces			Requesting party provides MarSUIU	
2. Smart prepaid cards amounting to the total number of Globe subscribers enrolled in the system at Php 1 per subscriber				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter of request to MarSUIU	1. Receive letter of request	None	1 minute	Receiving Personnel MarSUIU
2. Wait for MarSUIU action (approved or denied)	2. Evaluate request based on the purpose and content of message	None	½ day	Information Officer III MarSUIU
3. Receive reply from MarSUIU	3.1 Inform requesting party whether request is approved or denied 3.2 If denied, communicate reason for non-approval 3.3. If approved, MarSUIU will inform the requesting unit of the fee required to reach Globe subscribers 3.4 Message is proofread & fact-checked and submitted to MarSUIU Head for approval 3.5 MarSUIU approves message for text blast	None	1 day	Administrative Officer/Media& PR Section/INFOCAST Administrator MarSUIU
4. Provide SMART prepaid cards	4.1 SMART prepaid load is entered into the system 4.2 Approved message is sent to registered subscribers	Smart prepaid cards amounting to the total number of Globe subscribers in the system at Php 1 per subscriber	½ day	INFOCAST Administrator MarSUIU
TOTAL:		Smart prepaid cards amounting to the total number of Globe subscribers in the system at Php 1 per subscriber	2 days and 1 minute	

35. Request to enroll mobile numbers to INFOCAST

Request to enroll mobile numbers of Marinduque State University constituents to INFOCAST database

Office or Division:	Information Office
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Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All currently enrolled MarSU students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request form through official channels indicating a) mobile number b) full name c) name of unit/college			Requesting party provides MarSUIU	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request form	1. Receive letter of request 2. Input the information to the system 3. Enroll mobile numbers in the database according to category	None	1 day	INFOCAST Administrator MarSUIU
TOTAL:		None	1 day	

36. Internet Login/Logout Process

Provision of internet services to students and employees

Office or Division:	Information & Communication Technology Services Center (ICTSC)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Valid I.D./COR			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>SLOT AVAILABILITY CHECK</u> 1. Ask the Front Desk Assistant if there is an available slot. <i>Note: This information can also be seen at the IAMS display.</i> 2. If there's an available slot, present your valid school identification card (for old student) or valid COR (for freshmen) or any valid identification card for visitors to login. <i>Note: Visitors are not logged into the system but are requested to log in their access time in MarSU-ICTSC Record1.</i>	1. FDA provided availability status to Clients as indicated in the IAMS.	Internet Fee falls under Misc. Fees settled during enrolment	1 minute	Front Desk Assistant (FDA)
	<u>CLIENT REGISTRATION</u> FDA scans the I.D. through the IAMS barcode reader. Once validated, the Client gets logged.	Internet Fee for BSIS/BS InfoTech: Php400 equivalent to 20 hours internet access time	1 minute	
	For COR presented e.g. freshman/late enrollee:	Other courses: Php200 equivalent to	15 minutes 2 minutes	

	a. FDA shall search in the system the Client Name or I.D. Number and login.	10 hours internet access time		
	b. If not found, he shall register the New Client in the system and login			
TOTAL:			19 minutes	

37. Request for Closed-Circuit Television (CCTV) Footage

Provision of services for the review and disclosure of CCTV footage.

Office or Division:		Information & Communication Technology Services Center (ICTSC)		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may Avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved request for the review and disclosure of CCTV footage addressed to the Vice-President for Administration and Finance thru the Chief Administrative Officer. The request must include the following information: <ul style="list-style-type: none"> a. Purpose of request b. Date, time, and location of the incident or event of interest 2. Supporting Information		Approval from the Vice-President for Administration and Finance Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to ICTSC.	Evaluate request and issue Action Slip. Note: Surveillance system only stores 60 days' worth of recording.	None	3 minutes	ICTSC Head
	Technical team searches for requested footage	None	1 hour	Jayson Limpiada Richard Natal
2. View requested footage	Technical team navigates across the recording as requested by the client.	None	30 minutes	Jayson Limpiada Richard Natal
TOTAL:			1 hour 33 minutes	

38. Request for Technical Support

Provision of technical support for online and on-site events and activities.

Office or Division:	Information & Communication Technology Services Center (ICTSC)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Written request addressed to the ICTSC Head. The request must include the following information: a. Name, schedule and venue of event or activity b. Technical services required c. ICT equipment required d. Other information (i.e. expected number of participants, requires meeting registration, etc.)			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to ICTSC.	Communicate with the requesting party to understand the extent of requirements.	None	15 minutes	Support Staff
2. Provide additional information as requested.	Issue action slip	None	3 minutes	ICTSC Head
	Coordinate with technical support team	None	5 minutes	Support Staff
	Forward meeting links/invitations (if needed)	None	30 minutes	Technical staff
TOTAL:			53 minutes	

39.Contract Review

Office or Division:	Marinduque State University Legal Unit	
Classification:	Simple to Highly Technical	
Type of Transaction:	Government to Government; Public/Private to Government	
Who may Avail:	All MarSU Colleges/Offices/Units	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Letter-request for review Addressed to MarSU Legal Unit With endorsement from the Dean/Head of Unit/Office		Respective MarSU University Deans/ Head of Office/Unit requesting for contract review
2. MOA, MOU, Contracts or Other Legal Instruments to be reviewed <ul style="list-style-type: none"> In Word format (Soft Copy) to be emailed at legal.office@MarSUMarinduque.edu.ph Hard copies (at least 3 copies) a copy for each party and another for the notary public; add copy for each additional party 		Respective MarSU University Deans/ Head of Office/Unit requesting for contract review (From the contracting party)
3. Supporting Documents: For Corporations; non-governmental organizations (NGO), partnerships		

<ul style="list-style-type: none"> • Latest General Information Sheet filed with the Securities and Exchange Commission • Secretary Certificate authorizing the signatory to enter into contract 		From the contracting party		
<u>For Single Proprietorship</u> <ul style="list-style-type: none"> • Department of Trade and Industry registration 		From the contracting party		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit contracts, agreements for review to the MarSU Legal Unit with proper endorsement/request letter	1. Receive letter of request /endorsement with complete attachment <u>If not complete:</u> the documents are returned stating what is lacking for completion Record out	None	15 minutes 15 minutes	Legal Assistant
	Review <u>Simple Contracts</u> <ul style="list-style-type: none"> • MarSU Contract templates • Standard contracts from government agencies • Memorandum of Understanding • Deed of Assignment of Copyright • Others <u>Complex and Highly technical Contracts</u> <ul style="list-style-type: none"> • Contracts with government and private institutions • Others 	None	5 working days 15 working days	Legal Officer
	Final Review		<u>Simple</u> 2 working days <u>Complex and Highly Technical</u> 5 working days	Legal Officer
2. Requesting party receives reviewed contract, agreement or other legal document	Release of reviewed documents to the requesting party	None	1 hour	Legal Assistant
TOTAL	<u>Simple contracts</u> <u>Complex and Highly Technical Contracts</u>		7 working days, 1 hour and 30 minutes	

			20 working days, 1 hour and 30 minutes	
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40. Review of Letter Request for Legal Opinion or Advise

Office or Division:	Marinduque State University Legal Unit			
Classification:	Highly Technical			
Type of Transaction:	Government to Government			
Who may Avail:	All MarSU Colleges/Offices/Units/Employees/Faculty			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Clear facts/background from which a legal opinion or advise is sought 2. Specify clearly the legal issue/s 3. Endorsement/ letter-request by the dean, director or head of unit/office 			Respective MarSU College Deans/ Head of Office/Unit seeking for legal opinion	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter-request for legal opinion or advise to the MarSU Legal Unit	1. Receive letter-request /endorsement	None	1 hour	Legal Assistant
	Check letter-request for completeness of requirements, if lacking prepares letter requesting to complete requirements and send back to the requesting party. If complete, forward to the Legal Officer	None	7 hours	Legal Assistant
	Review, research and drafting of legal opinion	None	4 working days	Legal Assistant/ Legal Officer
	Checks draft legal opinion or advice for accuracy of facts, legal bases and grammar	None	1 working day	Legal Officer
2. Requesting party receives legal opinion or legal advice	Final review and release of legal opinion or advise	None	2 working days	Legal Officer/Legal Assistant
TOTAL			8 working days	

41. Issuance of certificate of no pending administrative cases or clearances

Office or Division:	Marinduque State University Legal Unit			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may Avail:	All MarSU Employees and Faculty			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ol style="list-style-type: none"> 1. Certificate of No Pending Case; OR 2. Clearance Form 			From Human Resource Management and Development Office (HRMU)	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1.Submit Certificate of No Pending Administrative Cases or Clearance	Receives and forwards to Administrative Officer for initial checking	None	1 hour	Legal Assistant
	Verify records	None	3 hours	Administrative Officer
	Signature	None	30 minutes	Legal Officer
	Record release	None	30 minutes	Legal Officer
TOTAL			5 hours	

42.Prosecute/defend cases for/against Marinduque State University

Office or Division:	Marinduque State University Legal Unit			
Classification:	Highly Technical			
Type of Transaction:	Government to Government/Private			
Who may Avail:	MarSU Colleges or offices which sustained loss or injury			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<p>For filing/prosecution of lawsuit</p> <ol style="list-style-type: none"> Contracts, communications, photographs, documents showing basis of lawsuit Latest General Information Sheet of opposing party (if corporation) Affidavit of witnesses <p>For defense of a lawsuit</p> <ol style="list-style-type: none"> Copy of Complaint and Annexes Complete Copy of Court Records 			<ol style="list-style-type: none"> From the University or Office which suffered loss or injury From the Securities and Exchange Commission From those with personal knowledge of the facts that gave rise to the loss or injury <ol style="list-style-type: none"> From the college or office which received the order of the court to file an Answer in an existing lawsuit From the court which will try the case 	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
University or office refers the lawsuit to the Office of the President, Attention: MarSU Legal Unit	Receives documentary requirements and forwards to Administrative Officer	None	1 hour	Office Staff
	Review completeness of documentary requirements. If incomplete, immediately sends email to college or office requesting completion of requirements. If requirements are complete, forwards documents to the Legal Officer	None	2 working days	Administrative Officer
	Initial review of documents and applicable laws.	None	3 working days	Legal Officer
	Review, research and draft Complaint or Answer or appropriate pleading	None	10 working days	Legal Officer/Legal Assistant
	Review and Edit Answer or appropriate pleading and prepare documents for filing	None	5 working days	Legal Officer/Legal Assistant

	Preparation of documents for filing; signature of President; notarization	None	5 working days	Legal Assistant
	Filing in appropriate court	None	2 working days (depending on the venue)	Legal Officer/Legal Assistant
TOTAL			27 work days and 1 hour	

43.For Plumbing Repair and Maintenance (Minor)

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Duly signed request letter			Requesting party	
2. Accomplished Job Order Form			GSO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit duly signed request letter	1. Receive letter of request with complete attachment	None	1 minute	Receiving Personnel MarSU – GSO
2. Accomplish the Job Order Form	2. Receive the Job Order Form and check the completeness of the details of request	None	2 minutes	OLGA SHIRLY PARDS
3. Wait for MarSU – GSO action (approved or denied)	3. Evaluate request. Check on the availability of materials and personnel	None	3 minutes	OLGA SHIRLY PARDS
4. Wait for Personnel action	Refer the Job Order to the personnel Supervise the personnel action	None	60 minutes	JAYJAY JAMES PARDS DOC DEOMENG
3. Accomplish the Customer Feedback Form	Check the completeness of responses	None	2 minutes	JAYJAY JAMES
TOTAL:			68 minutes	

44.For Welding and Steel Works (Minor)

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Duly signed request letter			Requesting party	
2. Accomplished Job Order Form			GSO	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly signed request letter	1. Receive letter of request with complete attachment	None	1 minute	Receiving Personnel MarSU – GSO
2. Accomplish the Job Order Form	2. Receive the Job Order Form and check the completeness of the details of request	None	2 minutes	OLGA SHIRLY PARDS
3. Wait for MarSU – GSO action (approved or denied)	3. Evaluate request. Check on the availability of materials and personnel	None	3 minutes	OLGA SHIRLEY PARDS
4. Wait for Personnel action	Refer the Job Order to the personnel Supervise the personnel action	None	30 minutes	REYNAN BERNARD PARDS DOC DEOMENG
5. Accomplish the Customer Feedback Form	Check the completeness of responses	None	2 minutes	JAYJAY JAMES
TOTAL:			38 minutes	

45. For Carpentry and Masonry Repair and Maintenance (Minor)

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly signed request letter			Requesting party	
2. Accomplished Job Order Form			GSO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly signed request letter	1. Receive letter of request with complete attachment	None	1 minute	Receiving Personnel MarSU – GSO
2. Accomplish the Job Order Form	2. Receive the Job Order Form and check the completeness of the details of request	None	2 minutes	OLGA SHIRLY PARDS
3. Wait for MarSU – GSO action (approved or denied)	3. Evaluate request. Check on the availability of materials and personnel	None	3 minutes	OLGA SHIRLEY PARDS
4. Wait for Personnel action	Refer the Job Order to the personnel Supervise the personnel action	None	60 minutes to 1 day	SAURO ENER ELMER FERDINAND PARDS DOC DEOMENG

5. Accomplish the Customer Feedback Form	Check the completeness of responses	None	2 minutes	JAYJAY JAMES
TOTAL:			68 minutes to 1 day	

46. For Painting Works

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly signed request letter			Requesting party	
2. Accomplished Job Order Form			GSO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly signed request letter	1. Receive letter of request with complete attachment	None	1 minute	Receiving Personnel MarSU – GSO
2. Accomplish the Job Order Form	2. Receive the Job Order Form and check the completeness of the details of request	None	2 minutes	OLGA SHIRLEY PARDS
3. Wait for MarSU – GSO action (approved or denied)	3. Evaluate request. Check on the availability of materials and personnel	None	3 minutes	OLGA SHIRLEY PARDS
4. Wait for Personnel action	Refer the Job Order to the personnel Supervise the personnel action	None	60 minutes	WARAY JOEY PARDS DOC DEOMENG
5. Accomplish the Customer Feedback Form	Check the completeness of responses	None	2 minutes	JAYJAY JAMES
TOTAL:			68 minutes	

47. For Aircon Repair and Maintenance (Minor)

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly signed request letter			Requesting party	
2. Accomplished Job Order Form			GSO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly signed request letter	1. Receive letter of request with complete attachment	None	1 minute	Receiving Personnel MarSU – GSO

2. Accomplish the Job Order Form	2. Receive the Job Order Form and check the completeness of the details of request	None	2 minutes	OLGA SHIRLEY PARDS
3. Wait for MarSU – GSO action (approved or denied)	3. Evaluate request. Check on the availability of materials and personnel	None	3 minutes	OLGA SHIRLY PARDS
4. Wait for Personnel action	Refer the Job Order to the personnel Supervise the personnel action	None	60 minutes	CRIS ORLANDO EGAY
5. Accomplish the Customer Feedback Form	Check the completeness of responses	None	2 minutes	JAYJAY JAMES
TOTAL:			68 minutes	

48. For Electrical Repair and Maintenance (Minor)

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly signed request letter			Requesting party	
2. Accomplished Job Order Form			GSO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly signed request letter	1. Receive letter of request with complete attachment	None	1 minute	Receiving Personnel MarSU – GSO
2. Accomplish the Job Order Form	2. Receive the Job Order Form and check the completeness of the details of request	None	2 minutes	OLGA SHIRLEY PARDS
3. Wait for MarSU – GSO action (approved or denied)	3. Evaluate request. Check on the availability of materials and personnel	None	3 minutes	OLGA SHIRLEY PARDS
4. Wait for Personnel action	Refer the Job Order to the personnel Supervise the personnel action	None	60 minutes	TAWI MARK ALDRICH EGAY
5. Accomplish the Customer Feedback Form	Check the completeness of responses	None	2 minutes	JAYJAY JAMES
TOTAL:			68 minutes	

49. For Venue and Sound System Preparation

Office or Division:	General Services Office
Classification:	Simple

Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly signed request letter			Requesting party	
2. Accomplished Job Order Form			GSO	
3. Proof of payment (for Non-MarSU clients)			Business Affairs Office/ Cashier's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly signed request letter	1. Receive letter of request with complete attachment	None	1 minute	Receiving Personnel MarSU – GSO
2. Accomplish the Job Order Form	2. Receive the Job Order Form and check the completeness of the details of request	None	2 minutes	OLGA SHIRLEY PARDS
3. Wait for MarSU – GSO action (approved or denied)	3. Evaluate request. Check on the availability of venue, materials and personnel	None (if MarSU employees or students) For non-MarSU clients, refer to BAO schedule of fees	3 minutes	OLGA SHIRLEY PARDS
4. Wait for Personnel action	Refer the Job Order to the personnel Supervise the personnel action	None	60 minutes	TAWI MARK ALDRICH REY Utility Workers PARDS DOC DEOMENG
5. Accomplish the Customer Feedback Form	Check the completeness of responses	None	2 minutes	JAYJAY JAMES
TOTAL:			68 minutes	

50. Request for Copy of Documents

Office or Division:	Records Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Duly signed request letter			Requesting party	
2. Accomplished request form			Requesting party	
3. At least one government issued ID card or School ID for students			Requesting party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly signed request letter or accomplished request form for approval	1.1. Receive letter of request with complete attachment or accomplished request form.	None	Within 10 minutes per request	Receiving Personnel

	1.2. Assist the requesting party then endorse the request letter to the Head of the Records Management Office for approval 1.3. Upon approval, verify if the document being requested is available and prepare, if approved			Ms. Jennifer L. Tavas Mr. Nowell P. Maac
2. Proceed to Records Section and present the accomplished and approved request form	2.1. Record the approved request form 2.2. Retrieve and prepare a photocopy of the document being requested	None	Within 15 minutes per request	Ms. Jennifer L. Tavas
3. Receive the copy of requested document/s and sign in the releasing logbook	3.1. Release the copy of requested document/s to client 3.2 Record the transaction and file all related documents	None	Within 5 minutes per request	Ms. Jennifer L. Tavas
TOTAL:			30 minutes	

51. Sale of Bidding Documents (Public Bidding – Goods and Infra)

The Bidding Documents are issued to prospective bidders of certain goods or services. The Bidders may be asked to pay a fee to recover the cost for the preparation of the Bidding Documents pursuant to the Guidelines on the Sale of the Bidding Documents. The BAC shall issue the bidding documents to the prospective bidders upon payment of the corresponding cost thereof.

Office or Division:	Bids and Awards Committee (BAC)			
Classification:	Simple			
Type of Transaction:	G2B – Government to Business			
Who may Avail:	Prospective Bidders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Official Receipt of Payment of Bidding Documents (1 Original Copy)			Cashier	
One (1) Valid Company Identification Card Prospective Bidder Company			Prospective Bidder Company	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Intent and Document Purchase Form provided by the BAC and present Valid Company ID	1. Check if the form is filled out correctly	None	10 Minutes	BAC Secretariat
2. Proceed to the University Cashier and pay the	2.1 Release the Order of Payment Form to be	*See the table of Fees for Bidding documents	10 Minutes	Cashier's Office/ Ground Floor Auxillary Building

corresponding Fee indicated in the Order of Payment Form provided by the BAC Secretariat	presented to the Cashier.			
	2.2 Issue a copy of the Bidding Document	None	30 Minutes	BAC SECRETARIAT
3. Register in the logbook and acknowledge receipt of the Bidding Documents.	3. Maintain registry of the Bidders who purchased the Bidding Documents	None	5 Minutes	BAC SECRETARIAT
TOTAL:			55 minutes	

Approved Budget for the Contract (Php)	Maximum Cost of Bidding Documents (Php)
500,000 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

***Fees of Bidding Documents based on Section 5.0, Appendix 8 of the 2016 Revised Implementing Rules and Regulations (IRR) of Republic Act (RA) No. 9184.**

52. Preparation and Consolidation of PPMP to APP

PPMP refers to the procurement plan of a specific program/project/activity of the Agency. The Agency then must prepare an APP (consolidated PPMP) to reflect the necessary information on the entire procurement activities that it plans to undertake within the calendar year.

Office or Division:	Bids and Awards Committee (BAC)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may Avail:	BU Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Annual Procurement Plan (1 Original Copy)			Respective End-users	
Approved Project Procurement Management Plan (PPMP) (1 Photocopy)			Respective End-users	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of the Approved PPMP to the following offices: Procurement Planning and Management Section (PPMS) for the Chiefs/ Heads of Offices	1.1 Consolidate the approved PPMP submitted by each Cluster BAC and Chiefs/Heads of Offices.	None	22 days	<i>BAC Secretariat</i>
	1.2 Submission of the consolidated PPMP to	None	7 Days	<i>BAC Secretariat</i>

	the President for Approval			
	1.3 Submission of the approved APP to the GPPB	None	1 Day	<i>BAC Secretariat</i>
TOTAL:			30 days	

53. Processing of Procurement Project – Public Bidding (Goods and Consulting Services)

Procurement is the process of selecting services from a supplier who fits best the need. It includes the process of selecting products and services that will provide value for money.

Office or Division:	Bids and Awards Committee (BAC) Secretariat			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may Avail:	BU Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> Approved Project Procurement Management Plan (PPMP) or Supplemental PPMP (1 Photocopy) 			End-User	
<ul style="list-style-type: none"> Certificate of Availability of Funds (CAF) (1 Original Copy) 			Budget Officer	
<ul style="list-style-type: none"> Approved Purchase Request (1 Original Copy) 			End-User	
<ul style="list-style-type: none"> Technical Specifications/Terms of Reference/ Job Order indicated in the Approved Request for Procurement (Purchase Request/Job Order) (1 Softcopy) 			End-User	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Purchase Request	1. Check if attachments are complete and accurate	None	10 Minutes	<i>Support Staff, BAC Edward Regio</i>
	2.2 Forward the procurement request and its attachments to the Technical Member/TWG for Pre-procurement Evaluation	None	3 Days	<i>Technical Member/TWG for Goods and Consulting Services Univ. BAC</i>
	2.3 Send Notice of Pre- Procurement Meeting to the BAC Committee, End-User, *COA and Observers if applicable	None	1 Day	<i>BAC SECRETARIAT</i>
3. Attend Pre-Procurement Conference	3.1 Conduct of Pre-Procurement Conference (Optional if ABC is below P2,000,000.00)	None	1 Day	<i>. BAC Committee, End-User, BAC Secretary (Goods and Consulting Services)</i>
	3.2 Preparation of Bidding Documents	None	21 days	<i>BAC Secretary (Goods, Consulting Services)</i>
	3.3 Review Bidding Documents	None	5 days	<i>Technical member/ TWG, End- User</i>

	3.4 Advertisement/ Posting of Invitation to Bid	None	21 Days	<i>Support Staff, BAC</i>
	3.5 Send notice of Pre-Bid Meeting to BAC Committee, End-User, COA and Observers	None	1 Day	<i>BAC Secretary (Goods, Consulting Services) PrMO</i>
4. Attend Pre-Bid Conference	4.1. Conduct Pre-Bid Conference	None	1 Day	<i>BAC Committee, End-User, BAC Secretary (Goods and Consulting Services)</i>
	4.2 Issue Supplemental Bid Bulletin in case of any changes with regard to the procurement project	None	5 Days	<i>Univ. BAC Committee and Univ. BAC Secretary (Goods and Consulting Services) PrMO</i>
5. Attend Bid Opening (if public bidding is the mode of procurement)	5.1. Opening of Bid Documents and Preliminary Evaluation of Bid	None	1 Day	<i>Univ. BAC Committee, End-User, Univ. BAC Secretary (Goods and Consulting Services), COA, Observers, Suppliers</i>
	5.2 Detailed Evaluation of Bid	None	7 days	<i>Technical Member/ TWG for Goods and Consulting Services PrMO</i>
	5.3 Post Qualification	None	1 day	<i>Technical Member/ TWG for Goods and Consulting Services, Univ. BAC Secretary PrMO</i>
	5.4 Issuance of Notice of Award to the Winning Bidder with the approval of the SUC III President	None	2 days	<i>Admin Officer V, Procurement Unit, Arcenette de Galicia President SUC III, Diosdado Zulueta</i>
	5.5 Preparation of Contract	None	15 Days	<i>BAC Committee. BAC Secretary (Goods and Consulting Services)</i>
6. Acceptance of Notice of Award and Pay the corresponding Security Deposit	6. Email, Follow up and Monitoring of Acceptance of Notice of Award and Payment of corresponding Security Bond <i>**Security deposit</i>	<i>*based on the amount of contract stated in NOA to the winning bidder</i>	Within 10 calendar days	<i>Support Staff, Procurement Unit Leonarisa Mendeja</i>

	<i>is required only for transactions above P50,000.00</i>			
7. Contract Signing and Notarization of Contract	7.1 Contract Signing with the President, Winning Bidder and 2 witnesses.	None	1 day	<i>SUC III President , Diosdado Zulueta, BAC Secetariat, BAC Committee, Procurement Unit</i>
	7.2 Notarized the contact: Secure a copy for Procurement Unit, BAC, COA	None	1 hour	
	7.3 Issuance of Notice to Proceed, Purchase Order and Fund Allocation (Allobs).	None	1 hour	<i>Admin Officer V, Procurement Unit, Arcenette de Galicia</i>
Receives the Notice to Proceed and Confirm with the Purchase Order to perform the delivery within the contract period.	8. Routing of NTP, PO and Alobs to the approving body/ies. Once Approved, reproduce procurement documents for archival and transmittal to COA and SMPO	None	7days	<i>Support Staff, Procurement Unit Leonarisa Mendeja</i>
Perform the delivery of goods/services within the specified contract period. Issuance Sales Invoice/Delivery Receipt	9.1 Once performance is complete, Accept and check the completeness of the documents. (IAR together with the Sales Invoice and Delivery Receipts and other procurement papers.)	None	1 hour	<i>Support Staff, Procurement Unit Leonarisa Mendeja</i>
	9.2 Prepare Disbursement Voucher. Compute the penalty charges for late delivery.	None	30 mins	<i>Admin Officer III, Procurement Unit, Janine Joie Rocha</i>
	9.3 Check the accuracy of the computation before submission to Acctg Department.	None	30 mins	<i>Admin Officer V, Procurement Unit, Arcenette de Galicia</i>
	9.4 Arrange the documents, Secure original and complete copies for Procurement Unit	None	2 hours	<i>Support Staff, Procurement Unit Leonarisa Mendeja</i>

	and Furnish Original copies and complete copies to Accounting and Records Management Unit.			
TOTAL:			103 days, 6 hours and 10 minutes	

54. Processing of Procurement Project – Public Bidding (Infrastructure Services)

Procurement is the process of selecting services from a contractor who fits best the need. It includes the process of selecting products and services that will provide value for money.

Office or Division:	Bids and Awards Committee (BAC) and Procurement Unit			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may Avail:	BU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
• Approved Project Procurement Management Plan (PPMP) or Supplemental PPMP (1 Photocopy)		End-User		
• Certificate of Availability of Funds (CAF) (1 Original Copy)		Budget Officer		
• Approved Request for Procurement (Purchase Request/Job Order) (1 Original Copy)		End-User		
• Project Description (1 Photocopy)		End-User		
• Conceptual Design (1 Photocopy)		End-User		
• Preliminary Survey & Mapping (1 Photocopy)		End-User		
• Proposed Design and Construction Schedule (1 Photocopy)		End-User		
• Construction Safety and Health Program (1 Photocopy)		End-User		
• Technical Specifications/Terms of Reference/ Job Order indicated in the Approved Request for Procurement (Purchase Request/Job Order) (1 Softcopy)		End-User		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Program of Works for procurement with the needed attachments	1. Check if attachments are complete	None	10 Minutes	BAC
2. Submit the revised POW/TOR, if there is a need, based on the recommendation of the Technical Member/TWG	2.1 Assign CW Number and record data.	None	5 Days	BAC

	2.2 Forward the procurement request and its attachments to the Technical Member/TWG for Pre-procurement Evaluation	None	7 Days	<i>Technical Member/TWG for Infrastructure Services BAC</i>
	2.3 Send Notice of Pre- Procurement Meeting to Univ. BAC Committee, End-User, *COA/Observers if applicable	None	1 Day	<i>BAC Secretary PrMO</i>
3. Attend Pre-Procurement Conference	3.1 Conduct of Pre-Procurement Conference (Optional if ABC is below P5,000,000.00)	None	1 Day	<i>. BAC Committee, End-User,. BAC Secretary (Infrastructure Services)</i>
	3.2 Preparation of Bidding Documents	None	21 Days	<i>Univ. BAC Secretary (Infrastructure Services) PrMO</i>
	3.3 Review Bidding Documents	None	7 Days	<i>Technical member/ TWG PrMO/ End User</i>
	3.4 Advertisement/ Posting of Invitation to Bid	None	21 Days	<i>BAC Secretariat</i>
	3.5 Send notice of Pre-Bid Meeting to Univ. BAC Committee, End-User, COA and Observers	None	1 Day	<i>BAC Secretary (Infrastructure Services) PrMO</i>
4. Attend Pre-Bid Conference	4.1. Conduct Pre-Bid Conference	None	1 Day	<i>BAC Committee, End-User, BAC Secretary (Infrastructure Services)</i>
	4.2 Issue Supplemental Bid Bulletin in case of any changes with regard to the procurement project	None	5 Days	<i>BAC Committee and BAC Secretary (Infrastructure Services)</i>
5. Attend Bid Opening	5.1. Bid Submission and Opening of Bid Documents and Preliminary Evaluation of Bid	None	1 Day	<i>BAC Committee, End-UserBAC Secretary (Infrastructure Services), COA,</i>

				Observers, Suppliers
	5.2 Detailed Evaluation of Bid	None	5 days	Technical Member/ TWG for Infrastructure Services PrMO
	5.3 Post Qualification	None	1 day	Technical Member/ TWG for Infrastructure Services, BAC Secretary PrMO
	5.4 Issuance of Notice of Award to the Winning Bidder	None	15 Days	Administrative Office V, Procurement Unit, Arcenette De Galicia
	5.5 Preparation of Contract	None	15 Days	BAC Secretary (Infrastructure Services)
6. Acceptance of Notice of Award and Pay the corresponding Security Deposit	6. Email, Follow up and Monitoring of Acceptance of Notice of Award and Payment of corresponding Security Bond **Security deposit is required only for transactions above P50,000.00	<i>*based on the amount of contract stated in NOA to the winning bidder</i>	Within 10 calendar days	Support Staff, Procurement Unit Leonarisa Mendeja
7. Contract Signing and Notarization of Contract	7.1 Contract Signing with the President, Winning Bidder and 2 witnesses.	None	1 day	SUC III President, Diosdado Zulueta, BAC Secetariat, BAC Committee, Procurement Unit
	7.2 Notarized the contract: Secure a copy for Procurement Unit, BAC, COA	None		
	7.3 Issuance of Notice to Proceed, Purchase Order and Fund Allocation (Allobs).	None	1 hour	Admin Officer V, Procurement Unit, Arcenette de Galicia
Receives the Notice to Proceed and Confirm with the Purchase Order to perform the delivery within the contract period.	8. Routing of NTP, PO and Alobs to the approving body/ies. Once Approved, reproduce procurement documents for archival and	None	7days	Support Staff, Procurement Unit Leonarisa Mendeja

	transmittal to COA and SMPO			
Perform the delivery of goods/services within the specified contract period. Issuance Sales Invoice/Delivery Receipt	9.1 Once performance is complete, Accept and check the completeness of the documents. (IAR together with the Sales Invoice and Delivery Receipts and other procurement papers.)	None	1hour	<i>Support Staff, Procurement Unit Leonarisa Mendeja</i>
	9.2 Prepare Disbursement Voucher. Compute the penalty charges for late delivery.	None	30 mins	<i>Admin Officer III, Procurement Unit, Janine Joie Rocha</i>
	9.3 Check the accuracy of the computation before submission to Acctg Department.	None	30 mins	<i>Admin Officer V, Procurement Unit, Arcenette de Galicia</i>
	9.4 Arrange the documents, Secure original and complete copies for Procurement Unit and Furnish Original copies and complete copies to Accounting and Records Management Unit.	None	2 hours	<i>Support Staff, Procurement Unit Leonarisa Mendeja</i>
TOTAL:			125 days, 5 hours and 10 minutes	

55. Processing of Procurement Project (Alternative Method – Goods and Consulting Services)

Procurement is the process of selecting services from a supplier who fits best the need. It includes the process of selecting products and services that will provide value for money.

Office or Division:	Bids and Awards Committee (BAC) Secretariat /Procurement Unit	
Classification:	Highly Technical	
Type of Transaction:	G2G – Government to Government and G2C – Government to Citizen	
Who may Avail:	BU Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Annual Procurement Plan (1 Original Copy)		Respective End-users
Approved Project Procurement Management Plan (PPMP) (1 Photocopy)		Respective End-users

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of the Approved PPMP to the following offices: Procurement Planning and Management Section (PPMS) for the Chiefs/ Heads of Offices	1.1 Consolidate the approved PPMP submitted by each Cluster BAC and Chiefs/Heads of Offices.	None	22 days	<i>BAC Secretariat</i>
	1.2 Submission of the consolidated PPMP to the President for Approval	None	7 Days	<i>BAC Secretariat</i>
	1.3 Submission of the approved APP to the GPPB	None	1 Day	<i>II Procurement BAC Secretariat</i>
	1.6b Distribution of RFQ's to Suppliers (for projects below P49,999.99)	None	7 Days	<i>Support Staff - Procurement Unit, Mark Denniel Montiano,</i>
	1.7 Follow Up, Retrieval and Acceptance of Submitted RFQs from Suppliers (from Philgeps website & from local suppliers)	None	7 Days	<i>Support Staff - Procurement Unit, Mark Denniel Montiano, Assistant 1 (Buyer 1), Procurement Unit, Nicole Lazarte</i>
Submission of complete filled up RFQ	2.1 Opening of submitted RFQ	None	30 mins	<i>BAC Secretariat, Shirey Sigue Admin Officer V, Procurement Unit, Arcenette de Galicia</i>
	2.2. Post Qualification of Winning Bidder	None	1 Day	<i>Technical Member/ TWG and End User</i>
	2.3. Preparation of Abstract and Resolution of Award to the Winning Bidder	None	45 mins	<i>Support Staff - Procurement Unit, Mark Denniel Montiano</i>
	2.4 Routing of Abstract and Resolution of Award to the corresponding signatories and approving bodies.	None	5 days	<i>Support Staff - Procurement Unit, Mark Denniel Montiano</i>
	2.4 Issuance of Notice of Award to the Winning Bidder	None	2 days	<i>Admin Officer V, Procurement Unit, Arcenette de Galicia</i>

	with the approval of the SUC III President			<i>President SUC III, Diosdado Zulueta</i>
Acceptance of Notice of Award and Pay the corresponding Security Deposit	3.1 Email, Follow up and Monitoring of Acceptance of Notice of Award and Payment of corresponding Security Bond <i>**Security deposit is required only for transactions above P50,000.00</i>	<i>*based on the amount of contract stated in NOA to the winning bidder</i>	Within 10 calendar days	<i>Support Staff, Procurement Unit Leonarisa Mendeja</i>
	3.2 Issuance of Notice to Proceed, Purchase Order and Fund Allocation (Allobs).	None	1 hour	<i>Admin Officer V, Procurement Unit, Arcenette de Galicia</i>
Receives the Notice to Proceed and Confirm with the Purchase Order to perform the delivery within the contract period.	4. Routing of NTP, PO and Alobs to the approving body/ies. Once Approved, reproduce procurement documents for archival and transmittal to COA and SMPO	None	7days	<i>Support Staff, Procurement Unit Leonarisa Mendeja</i>
Perform the delivery of goods/services within the specified contract period. Issuance Sales Invoice/Delivery Receipt	5.1 Once performance is complete, Accept and check the completeness of the documents. (IAR together with the Sales Invoice and Delivery Receipts and other procurement papers.)			<i>Support Staff, Procurement Unit Leonarisa Mendeja</i>
	5.2 Prepare Disbursement Voucher. Compute the penalty charges for late delivery.	None	30 mins	<i>Admin Officer III, Procurement Unit, Janine Joie Rocha</i>
	15.3 Check the accuracy of the computation before submission to Acctg Department.	None	30 mins	<i>Admin Officer V, Procurement Unit, Arcenette de Galicia</i>

	15.4 Arrange the documents, Secure original and complete copies for Procurement Unit and Furnish Original copies and complete copies to Accounting and Records Management Unit.	None	2 hours	<i>Support Staff, Procurement Unit Leonarisa Mendeja</i>
TOTAL:			52 days, 6 hours and 30 minutes	

56. Processing of Procurement Project (Alternative Method – Infrastructure Services)

Procurement is the process of selecting services from a contractor who fits best the need. It includes the process of selecting products and services that will provide value for money.

Office or Division:	Bids and Awards Committee (BAC) Secretariat			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may Avail:	BU Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved Project Procurement Management Plan (PPMP) or Approved Supplemental PPMP (1 Photocopy)			End-User	
Certificate of Availability of Funds (CAF) (1 Original Copy)			Budget Officer	
Approved Request for Procurement (Program of Works) (1 Original Copy)			End-User	
Project Description (1 Photocopy)			End-User/PDMO	
Conceptual Design (1 Photocopy)			End-User/PDMO	
Preliminary Survey & Mapping (1 Photocopy)			End-User/PDMO	
Proposed Design and Construction Schedule (1 Photocopy)			End-User/PDMO	
Construction Safety and Health Program (1 Photocopy)			End-User/PDMO	
Scope of Works indicated in the Approved Request for Procurement (SOW) (1 Softcopy)			End-User/PDMO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Program of Works for procurement with the needed attachments	1. Check if attachments are complete	None	10 Minutes	<i>Admin Aide IV (Infrastructure Services) PrMO</i>
2. Submit the revised POW/TOR, if there is a need, based on the recommendation of the Technical Member/TWG	2. Assign CW number and record data	None	5 Days	<i>Admin Aide IV (Infrastructure Services)</i>
	2.1. Forward the procurement attachments to the	None	7 Days	<i>Technical Member/TWG for Infrastructure Services</i>

	Technical Member/TWG for Pre-procurement Evaluation			
	2.2. Preparation of Public Bidding Document (PBD)	None	14 Days	<i>Univ. BAC Secretary (Infra) PrMO</i>
	2.3 Advertisement/ Posting of Invitation to Bid	None	21 Days	<i>Admin Aide IV (Infrastructure Services) PrMO</i>
	2.4 Clarificatory Meeting with Univ. BAC Committee (If applicable/for NP two-failed bidding)	None	1 Day	<i>Univ. BAC Committee and Univ. BAC Secretary (Infra) PrMO</i>
	2.5 Acceptance of Submitted Bid Documents from Contractors	None	1 Day	<i>Univ. BAC Secretary (Infra) PrMO</i>
	2.6 Opening of the Submitted Bid Documents	None	1 Day	<i>Univ. BAC Committee, and Univ. BAC Secretary (Infra) PrMO</i>
	2.7 Detailed evaluation of Bids as Read and Bids as Calculated	None	6 Days	<i>Technical Member/TWG for Infrastructure Services Univ. BAC</i>
	2.8 Post Qualification	None	1 Day	<i>Univ. BAC Committee, and Univ. BAC Secretary (Infra) PrMO</i>
	2.9 Issuance of Notice of Award to the winning bidder	None	15 Days	<i>Univ. BAC Committee, and Univ. BAC Secretary (Infra) PrMO</i>
	2.10 Preparation of the Contract	None	15 Days	<i>Univ. BAC Committee, and Univ. BAC Secretary (Infra) PrMO</i>
TOTAL:			87 days and 10 minutes	

VI: Feedback and Complaints

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	Answer the client Feedback Form and drop it at the designated drop box per offices. Client may also contact the Human Resource Management and Development Office thru email at hrmo@MarSUmarinduque.edu.ph or thru phone at (042) 754-0177
How feedback is processed	Forms are collected and tabulated by the respective offices to obtain the general citizen's satisfaction rating and to know the areas of improvement. Report is forwarded to the Office of the Quality Assurance, Accreditation and Evaluation.
How to file a complaint	Answer the client Feedback Form on the Complaint Section and drop it at the designated drop box per offices. Complaints may also be filed at the Human Resource Management and Development Office, 2 nd Floor Auxiliary Services Bldg., MarSU Boac Campus or sent thru email at hrmo@MarSUmarinduque.edu.ph or thru phone at (042) 754-0177
Contact information of CCB, PCC ARTA	ARTA: complaints@arta.gov.ph :1-ARTA (2782) PCC: 8888 CCB: 0908-881-6565 (SMS)

VII. List of Campuses

Campus	Address
Main (Boac)	Panfilo P. Manguera Sr. Rd., Tanza, Boac, Marinduque 4900
Sta. Cruz	Brgy. Matalaba, Sta. Cruz, Marinduque 4902
Torrijos	Brgy. Poctoy, Torrijos, Marinduque 4903
Gasán	Brgy. Banuyo, Gasán, Marinduque 4905
Extramural Study Center	Brgy. Capayang, Mogpog, Marinduque 4901



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