



BICOL STATE COLLEGE OF APPLIED SCIENCES AND TECHNOLOGY

CITIZEN'S CHARTER
2024 EDITION



OFFICE OF THE PRESIDENT

COMMITTEE ON ANTI-RED TAPE

VISION

An internationally recognized smart university for transformative and innovative education

MISSION

Produce technology-competent, environment-resilient, culture-sensitive, and industry-ready graduates who are socially responsive leaders imbued with character, work, and personal values through innovation management, transformative education, cutting-edge research, and industry-driven enterprise development

ISO 9001:2015 QUALITY POLICY

BISCART is committed to provide quality applied sciences and technology education through continual improvement of its quality management system, satisfying applicable requirements, thereby exceeding stakeholder's expectations.

Excerpts from the minutes of the BISCART Committee on Anti-Red Tape (CART) Meeting held on August 6, 2024, at 10:30 AM at the Strategic Foresight and Innovation Office.

BISCART CART RESOLUTION NO. 2024-01

A RESOLUTION ADOPTING THE REVISED CITIZEN'S CHARTER ENTITLED BISCART CITIZEN'S CHARTER (2024 EDITION).

WHEREAS, pursuant to Republic Act No. 11032 or the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018, all covered agencies are mandated to set up their respective most current and updated Citizen's Charter to promote efficiency and to streamline the delivery of government services;

WHEREAS, the Citizens Charter is the official document that will communicate, in simple terms, the service standards or pledge of an agency on the government services being provided to the citizens or clients;

WHEREAS, a Technical Working Group (TWG) under the BISCART Committee on Anti-Red Tape (CART) was constituted per Administrative Order No. 074, s. 2024, to review the BISCART Citizen Charter to ensure that it contains all the pertinent information needed by the citizens or clients to avail a specific service of the frontline offices of the College that deal directly with the public;

WHEREAS, the Citizen's Charter should classify the processes or services into simple, complex, and highly technical transactions, contain the service specifications, and incorporate the process improvement in the services such as reduction in requirements, steps, or processing time;

WHEREAS, the Citizen's Charter will serve as a reference manual for the community to be appraised of the duties and responsibilities of College officials and employees at the processes involved in availing the services due to them;

WHEREAS, the services included in the Citizen's Charter fall as "service-oriented" with a "triggering request" from the transacting client or output from the office and do not fall as a function of the office;

WHEREAS, the BISCART CART received the endorsement of the CART – TWG on the revised Citizen's Charter of the Bicol State College of Applied Sciences and Technology for the final review and adoption of the BISCART CART;

NOW WHEREFORE, on motion and duly seconded, be it **RESOLVED AS IT IS HEREBY RESOLVED**, to adopt the Revised Citizen's Charter entitled **BISCART Citizen's Charter (2024 Edition)** with September 1, 2024, as the date of effectivity.

Let copies of this resolution be furnished to all offices concerned for their information and guidance, following its approval by the SUC President.

APPROVED this 6th day of August 2024, at the Bicol State College of Applied Sciences and Technology, Naga City, Philippines.





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**ISO
9001:2015
QUALITY
POLICY**

BISCART is
committed
to provide
quality applied
sciences and
technology
education
through
continual
improvement
of its quality
management
system,
satisfying
applicable
requirements,
thereby
exceeding
stakeholder's
expectations.

BISCART RESOLUTION NO. 2024-01

[Signature]
ENGR. ANALYN A. MADRID

Vice President for Administration and Finance
Chair, BISCART

[Signature]
PROF. ANA SHERYL LYNN S. CATURA

AESQA Director
Vice Chair, BISCART

Members, BISCART

(absent)
DR. JAKE M. LAGUADOR

Vice President for Academic Affairs

[Signature]
DR. MILANO O. TORRES

REPED Director

(absent)
MS. XIELA PATRICIA B. AZAÑES

Director for Financial Management Services

[Signature]
MR. RICHARD P. NABUA

Information Officer III

(absent)
MR. ABBAS F. VILLALON

Institutional Planning Officer

[Signature]
ENGR. ANTONIO RICARDO T. AYEN

SDS Director

(absent)
MS. MARIA THERESA V. RODRIGUEZ

Director for Administrative Services

[Signature]
MS. MYR-AL S. SARTO

Human Resource Management Officer

[Signature]
MS. JOY D. PARPAN

Records Officer

[Signature]
MR. GEORGE M. FUENTEBELLA

Information System Analyst I





BICOL STATE COLLEGE OF APPLIED SCIENCES AND TECHNOLOGY (BISCAST)

CITIZEN'S CHARTER 2024 EDITION



MANDATE

I

The College shall primarily provide advanced education, higher technological, professional and vocational instruction and training in the sciences, arts, education, entrepreneurship, engineering and other related courses. It shall also undertake research and extension services and provide progressive leadership in its areas.

II

VISION

An internationally recognized smart university for transformative and innovative education

MISSION

III

Produce technology-competent, environment-resilient, culture-sensitive, and industry-ready graduates who are socially responsive leaders imbued with character, work, and personal values through innovation management, transformative education, cutting-edge research, and industry-driven enterprise development

IV

ISO 9001:2015 QUALITY POLICY

BISCAS is committed to provide quality applied sciences and technology education through continual improvement of its quality management system, satisfying applicable requirements, thereby exceeding stakeholder's expectations.



CORE VALUES



Integrity

Professionalism

Responsiveness

Inclusiveness

Dedication

Excellence



SERVICE PLEDGE

We commit to:

- Advocate for the adoption of effective government practices for efficient government service delivery and prevention of graft and corruption;
- Capacitate government agencies to reengineer its systems and procedures to reduce processing time and regulatory burden for the transacting public;
- Promote the implementation of simplified requirements and procedures that will reduce red tape and expedite business and non-business-related transactions in the government;
- Provide assistance to the public in filing and investigating complaints against government agencies and/or officials for non-compliance to R.A. 11032; and
- Attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break.



HISTORY



The history of the College goes back to 1911, when it started as the Camarines Sur Trade School (CSTS). By virtue of House Bill No. 2919, or Republic Act (R.A.) No. 825, sponsored by Congressman Emilio Tible and approved on August 15, 1952, the school was nationalized and renamed as the Camarines Sur National School of Arts and Trades (CSNSAT).

Upon its conversion to a full-fledged College by virtue of R.A. No. 5056 sponsored by Congressman Ramon H. Felipe, Jr. on June 17, 1967, the CSNSAT was, during the term of Mr. Carlos Borjal, converted into a College and renamed as the Bicol College of Arts and Trades (BCAT) authorized to offer courses like Bachelor of Science in Industrial Education (BSIE).

Tertiary level immensely expanded to cover other fields of trade-technical education, thus the Bachelor of Science in Industrial Technology (BSIT) was opened in 1977. Under the Technical-Vocational Education Project (TVEP), BCAT was selected as one of the pilot Technician Education Institutes (TEI) for Region V by the Ministry of Education, Culture and Sports (MECS). The education component of the project was operationalized in school year 1984-1985 by the offering of two (2)-year Diploma in Industrial Technician (DIT) curriculum, with four (4) major fields of specialization, namely: Automotive, Mechanical, Electrical, and Refrigeration and Air Conditioning Technologies.

In 1988, by virtue of DECS Order No. 39. S. 1988, the Teacher-Education component was expanded through the offering of the Bachelor of Secondary Education (BSEd) Major in Technology and Home Economics (THE), Mathematics, English and Physics; and Bachelor of Science in Elementary Education (BEEd) with the area of specialization in Home Economics and Livelihood Education (HELE).

Under the administration of Mr. Honesto T. Aguilar, the 5th School Superintendent, BCAT started its offering of Engineering and Architecture courses, namely: Bachelor of Science in Electrical Engineering (BSEE), Bachelor of Science in Electronics and Communications Engineering (BSECE), Bachelor of Science in Mechanical Engineering (BSME), and Bachelor of Science in Architecture (BSA). The College had its first Engineering and Architecture graduates last March 2001 and since then it had steadily produced board passers and board topnotchers.



HISTORY

In December 2000, pursuant to R.A. No. 8760 on the integration of Commission on Higher Education (CHED) Supervised Institution (CSI) to State Universities and Colleges (SUCs), BCAT was integrated to the Camarines Sur Polytechnic Colleges (CSPC) of Nabua, Camarines Sur. For more than eleven (11) years, the College existed as the CSPC - Naga Campus under three (3) Presidents, namely: Dr. Lourdes B. Laniog (2000-2002), Dr. Monsito G. Ilarde (2002- 2010) and Dr. Dulce F. Atian (2010-2012). Serving as Campus Directors were Dr. Amparo A. Nieves (2000-2002, 2003-2006), Dr. Alejandro R. Cortez (2002-2003) and Dr. Richard H. Cordial (2010-2012), with the latter being the Campus Administrator before the conversion.

On October 19, 2012, under the sponsorship of Congressman Luis R. Villafuerte of the 3rd District of Camarines Sur, President Benigno Aquino III signed the passage of R.A. No. 10231 formally separating the College from CSPC and naming it the Bicol State College of Applied Sciences and Technology (BISCAST) with its first President, Dr. Richard H. Cordial.

BISCAST takes pride in its distinguished history. Thousands of young men and women have passed through its portals and are now productive citizens or community leaders. It has survived more than one hundred (100) years as an institution of learning and served generations of Bikolanos. It remains to this day, a premier source of Engineering and Vocational Technology, Teacher Education, and Architecture. With its new mandate, it looks forward to enriching its programs in the Applied Sciences and Technology. With the spirit and dynamism of its present leaders and staff, it will continue to grow, serve and pursue its goals and commitment to the people of Bicol.



SEAL



VIII

ELEMENTS:

1911 denotes the founding year of the College, from its name Camarines Sur Trades School (CSTS) to the present.

TORCH signifies victory and strength for sustaining good quality education and technological skills for over 100 years.

GOLDEN LAUREL LEAVES symbolize the continuing growth and development of the College in specialized fields.

ATOM represents the field of science. In the structure of the atom, the electrons indicate the 3 mandates of the College: INSTRUCTION, RESEARCH and EXTENSION. These are aided by its orbits signifying the administration, the parents/alumni and the students – the 3 indispensable components of the College.

GEAR symbolizes technology. The 7-toothed gear represents the 6 previous and present names where this institution excelled.

BICOL MAP is where BISCAST, the first applied sciences and technology institution of the region, is located.

BICOL STATE COLLEGE OF APPLIED SCIENCES AND TECHNOLOGY is its present name.

IX

HYMN

Verse 1:

Hold high the shining banner
Firm and strong over the times
Lift us in our noble endeavor
And lead us to progress door.

Verse 2:

Upon Thee Alma Mater Dear
Life's destiny we never fear
In our hardship comfort us
Thy flag will fly to distant
spheres.

Refrain:

B-I-S-C-A-S-T Hail!
Thou giver of gifts that gladden
Thou molder of brains and brawn
Thou builder of Spartan men
Our hearts to Thee we enthrone
Proud we will ever be
Of the B-I-S-C-A-S-T
For all eternity
All glory Hail to Thee.

(Repeat Refrain)



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OFFICE OF THE PRESIDENT

Internal Service



1. APPROVAL OF LETTER REQUEST/ COMMUNICATIONS FROM DIFFERENT OFFICES OR STAKEHOLDERS OF THE COLLEGE

Letters/communications and/or other documents/s or record/s from various offices, students, and employees, are approved by the College President.

Office or Division:	Office of the President			
Classification:	Simple, Complex or Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request/Communication 2. Documents and/or Records		Concerned Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/transmit a Letter Request/Communication and/or other documents/s or record/s with logbook indicating the details of the transaction	1. Receive the Letter Request and/or other document/s or record/s from the client and check the details of the document as written in the logbook. 1.1 Review the Letter Request and/or other document/s or record/s as to content and attachments. 1.2 Return the Letter Request and/or other document/s or record/s to the client if found not proper or incomplete 1.3 If Letter Request and/or other document/s or record/s is clear and complete, stamp received	None	3 minutes	EMO Staff



	the document/s and return the receiving copy to the client. 1.4 Log the transaction to the appropriate logbook (or electronic database). 1.5 Endorse the Letter Request and/or other document/s or record/s to the Executive Assistant for review and evaluation.			
	1.6 Review and evaluate the Letter Request and/or other document/s, or record/s. 1.7 Forward the Letter Request and/or other document/s or record/s to the President.	None	10 minutes	Executive Assistant to the President
	1.8 Approve Letter Request and/or other document/s or record/s	None	10 minutes or 3 days for simple transactions 7 days for complex transactions 20 days for highly	College President



			technical transactions	
	1.9 If approved, log Letter Request and/or other document/s or record/s in the appropriate logbook/s and release the document/s to the client or to the concerned office/s or person/s. 1.10 If disapproved or with note, return the Letter Request and/or other document/s or record/s to the client or to the concerned office/s or person/s.	None	5 minutes	EMO Staff
2. Receive the duly approved request, document/s and/or record/s, if the transaction does not need further processing.	2. Ask the recipient to sign the logbook.			
END OF TRANSACTION	TOTAL:	None	28 minutes or 3/7/20 days	



OFFICE OF THE VICE-PRESIDENT FOR ACADEMIC AFFAIRS

External and Internal Services



1. INCOMING AND OUTGOING COMMUNICATIONS AND REQUESTS RECEIVED FOR RECOMMENDATION AND/ OR APPROVAL OF THE VICE-PRESIDENT FOR ACADEMIC AFFAIRS

The Office of the Vice President for Academic Affairs reviews and approves or recommends approval for requests and documents related to academic, financial, and other matters from various university offices, students, faculty, staff, visitors, private companies, institutions, government agencies, and other individuals.

Office or Division:	Office of the Vice-President for Academic Affairs (OVPAAs)			
Classification:	Simple, Complex, or Highly Technical			
Type of Transaction:	G2C- Government to Citizen G2G- Government to Government			
Who May Avail:	Students, Faculty, Staff, and Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request 2. Academic and Administrative documents 3. Communication/Other documents 4. Supporting documents/ Attachments		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/trans mit a document or request with complete attachments/ supporting documents.	1. Receive and assess the completeness of the document or request submitted by the client. 1.1 Sign in the client's logbook corresponding to it or the file copy of the document or request. 1.2 Return the document or request to the client and provide	None	5 minutes	OVPAAs Staff



	feedback for return. 1.3 Stamp “received” on the document or request and log it in/ register in the logbook corresponding to the document type. 1.4 Endorse to the Vice President for Academic Affairs the complete document or request received for his/her review, recommendation, or approval.			
	1.5 Review, assess, and provide comments (if needed) on the document or request. 1.6 Recommend for approval or approve document or request.	None	5 minutes or 3 days for simple transactions 7 days for complex transactions 20 days for highly technical transactions	Vice-President for Academic Affairs
	1.7 If recommended, log the document or request from the corresponding logbook and submit/ release it to the Office of the President for approval. 1.8 If approved, log the duly approved	None	5 minutes	OVPA Staff



	document or request from the corresponding logbook and release it to the client/originating office/end-user. <i>(Scan and upload the document/record in the OVPAA database)</i> 1.9 If disapproved, release the document or request with the attached comment or note to the client/originating office/end-user.			
2. Receive the document or request from the OVPAA.	2. Ask the client to sign in the logbook upon receiving the document or request.			
END OF TRANSACTION	TOTAL:	None	15 minutes or 3/7/20 days	



**OFFICE OF THE VICE PRESIDENT FOR
ADMINISTRATION AND FINANCE**
External and Internal Services



1. RECEIVING AND RELEASING OF REQUESTS, DOCUMENTS, OR RECORDS SUBMITTED FOR RECOMMENDATION OR APPROVAL OF THE VICE PRESIDENT FOR ADMINISTRATION AND FINANCE

Requests relative to administrative, financial, and other matters, as well as documents and records pertaining thereto, originating from various offices, from students, employees, contractors, suppliers, service providers, visitors, private companies and institutions, other government agencies, and other persons, are either recommended for approval or approved by the Office of the Vice President for Administration and Finance.

Office or Division:	Office of the Vice President for Administration and Finance (OVPAF)			
Classification:	Simple, Complex or Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Students, Employees and Other Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requests, Documents, or Records such as but not limited to: 1. Letter Request 2. Administrative Documents and/or Records 3. Financial Documents and/or Records 4. Other Documents and/or Records 5. Supporting Documents		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit/transmit a request, document, or record, and its attachments with logbook indicating the details of the transaction	1. Receive the document and check the details of the document as written in the logbook. 1.1 Review the document as to content and attachments. 1.2 Return the documents to the client if found not proper or incomplete	None	5 minutes	OVPAF Staff



	1.3 If document is clear and complete, stamp received the document/s and return the receiving copy to the client. 1.4 Log the received document/s to the appropriate logbook (or electronic database). 1.5 Endorse the document to the Vice President for Administration and Finance for appropriate action.			
	1.6 Evaluate the request, document/s, or record/s for validity, accuracy, completeness, and propriety. 1.7 Recommend approval of or approve the request, document/s or record/s.	None	10 minutes or 3 days for simple transactions 7 days for complex transactions 20 days for highly technical transactions	Vice President for Administration and Finance
	1.8 If recommended, log the request, document/s, or record/s in the appropriate logbook (or electronic database) and release it to the Office of the President or	None	5 minutes	OVPAF Staff



	concerned office or person. 1.9 If approved, log the request, document/s, or record/s in the appropriate logbook/s and release the document/s to the client. 1.10 If disapproved or with note, return the documents to the client.			
2. Receive the duly approved request, document/s and/or record/s, if the transaction does not need further processing.	2. Ask the recipient to sign the logbook.			
END OF TRANSACTION	TOTAL:	None	20 minutes or 3/7/20 days	



2. APPROVAL OF REQUEST FOR FACILITY/EQUIPMENT USE PERMIT

Reservation of school facilities and equipment may be done by securing and filling-out a Facility/Equipment Use Permit Form to be approved by the concerned officials and finally by the Vice President for Administration and Finance.

Office or Division:	Office of the Vice President for Administration and Finance (VPAF)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request and its attachments (if any) 2. 2 copies of the Accomplished Facility/Equipment Use Permit Form (BISCAST-F-ADM-03)		Client Log in to your ASTEAN account via the portal at https://biscast.edu.ph/facility-equipment-use-permit/		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the <u>Facility/Equipment Use Permit Form</u> with the attached <u>Approved Letter Request</u> and other supporting documents, if any.	1. Receive the <u>Facility/Equipment Use Permit Forms</u> with the attached <u>Approved Letter Request</u> and other supporting documents, if any. 1.1 Check the request form if filled out properly and completely. (Return the documents to the client if found not proper or incomplete) 1.2 Endorse the document to the Vice President for Administration and Finance for approval.	None	2 minutes	OVPAF Staff



	1.3 Approve the Facility/Equipment Use Permit Form.	None	1 minute	Vice President for Administration and Finance
	1.4 Record the details of the request in the logbook. 1.5 Return one (1) copy of the approved <u>Facility/Equipment Use Permit Form</u> with the attached <u>Approved Letter Request</u> and other supporting documents, if any to the client.	None	3 minutes	OVPAF Staff
2. Receive one (1) copy of the approved <u>Facility/Equipment Use Permit Form</u> with the attached <u>Approved Letter Request</u> and other supporting documents, if any.	2. Ask the client to sign the logbook. 2.1 File the other copy of the approved <u>Facility/Equipment Use Permit Form</u> .			
END OF TRANSACTION	TOTAL:	None	6 minutes	



3. APPROVAL OF REQUEST FOR CAMPUS ACCESS

- a. On-site transaction. This procedure covers receiving and approving requests for campus access and authorizing students, employees, and visitors to enter the campus beyond the academic/work hours/schedule.

Office or Division:	Office of the Vice President for Administration and Finance (VPAF)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Request and its attachments (if any)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Letter Request and other supporting documents, if any.	1. Receive the Letter Request and other supporting documents, if any. 1.1 Review the request as to content and attachments. 1.2 Return the request to the client if found not proper or incomplete 1.3 If the request is clear and complete, stamp received the document/s and return the receiving copy to the client. 1.4 Log the received document/s to the appropriate logbook (or electronic database). 1.5 Endorse the Letter Request to the Vice President for	None	5 minutes	OVPAF Staff



	Administration and Finance for approval.			
	1.6 Approve the Letter Request	None	1 minute	Vice President for Administration and Finance
	1.7 Record the details of the request in the logbook. 1.8 Return the approved Letter Request to the client.	None	5 minutes	OVPAF Staff
2. Receive the approved Letter Request.	2. Ask the client to sign the logbook. 2.1 File the other copy of the approved request 2.2 Furnish the Security and Safety Management Office (SSMO) copy of the approved request			
END OF TRANSACTION	TOTAL:	None	11 minutes	



- b. Online transaction. This procedure covers receiving and approving requests for campus access using the online form.

Office or Division:	Office of the Vice President for Administration and Finance (VPAF)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Campus Access Online Form		- https://bit.ly/Campus-Access		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Request for Campus Access Online Form (https://bit.ly/Campus-Access)	1. Receive the online request thru email prompt. 1.1 Check the response in google sheet for completeness, correctness, and accuracy of entries. (Notify the client thru email if the documents to the client if found not proper or incomplete) 1.2 Approve the online request (sending of notification of approval to the client and SSMO is automatic once approved)	None	1 minute	OVPAF Staff/ VPAF
2. Receive the notification of approval of campus via email.				
END OF TRANSACTION	TOTAL:	None	1 minute	



**STRATEGIC COMMUNICATIONS AND PUBLIC
RELATIONS OFFICE**
Internal Service



1. PUBLICATION OF INFORMATION ON VARIOUS PLATFORMS

The Public Affairs and Communications Office facilitates the publication of materials for information dissemination through various platforms like the website, social, media page, newsletter, bulletin boards, LED Wall, etc.

Office or Division:	Strategic Communications and Public Relations Office			
Classification:	Simple or Complex			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter request addressed to SCPRO		Client		
2. Materials to be posted and the type of platform to be used (Website, social media, newsletter, bulletin boards, LED wall, etc.)		Client		
3. Accomplished Public Announcement Request form (BISCAST-F-PIO-01)		Strategic Communications and Public Relations Office or downloadable online		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Public Announcement Request form (BISCAST-F-PIO-01) or send a letter of request for publication of a material to be published and the preferred platform.	1. Receive the request form/letter and the material to be published. 1.1 Send an acknowledgment of the receipt of letter.	None	5 minutes	SCPRO Staff
2. Coordinate with SCPRO regarding the final version of material to be published.	2. Check, edit, finalize the material in terms of layout, grammar, etc. as approved by the client.		1 day or 3 days for simple transactions 7 days for complex transactions	SCPRO Staff



3. Send feedback on the materials to be published	3. Publish materials on the platform agreed upon by the client 3.1 Provide the client with Customer Satisfaction Survey form (BISCAST-F-SDS-34)		1 hour	SCPRO Staff
END OF TRANSACTION	TOTAL:	None	1 day, 1 hour and 5 minutes or 3/7 days	



OFFICE OF LEGAL AFFAIRS

External and Internal Services



1. RELEASING OF REQUESTED COPY OF LEGAL DOCUMENT/RECORDS

Upon request, the Office of Legal Affairs provides a copy of Official documents/ records of the College to the client or requesting party. The Office of Legal Affairs manages legal records/documents not limited to Contracts, Memorandum of Agreement/Understanding, and other legal documents.

Office or Division:	Office of Legal Affairs			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizens G2B- Government to Business Entity G2G- Government to Government			
Who May Avail:	Employees, Department/Unit, External Providers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplished Request Slip; or 2. Request Letter		Legal Unit or Concerned Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request slip or Request Letter	1. Received the duly accomplished request slip or signed request letter from the client.	None	3 minutes	Legal Affairs Staff
	1.1 Print or reproduce copy of the requested document/record.		5 minutes	Legal Affairs Staff
2. Receive the requested document/record	2. Release the requested document/record to the client. 2.1 Ask the client to sign on the logbook upon releasing the document/record.		3 minutes	Legal Affairs Staff
END OF TRANSACTION	TOTAL:	None	11 minutes	



2. INQUIRY ON THE STATUS OF CONTRACTS

The Office of Legal Affairs assists inquiries through follow-up requests of external providers/suppliers concerning the status of contracts.

Office or Division:	Office of Legal Affairs			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business Entity			
Who May Avail:	External Providers/Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Authorization letter; and 2. Copy of Valid ID (For authorized representative only)		Concerned Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>On-site</u> 1. Present the authorization letter and copy of valid ID to the Legal staff.	1. Receive the authorization letter presented by the client and check the authenticity of the attached copy of valid ID of the client.	None	3 minutes	Legal Affairs Staff
<u>Online</u> 1. Send a communication letter with an attached copy of valid ID through legal@biscast.edu.ph	1. Confirm by acknowledging receipt of the email received.			
	2. Check the records on the status of the contract.		10 minutes	Legal Affairs Staff
	<u>Onsite</u> 3. Provide an update to the client on the contract status based on the available record. <u>Online</u>		5 minutes	Legal Affairs Staff



	3. Provide feedback on the contract status by responding directly to the email sent by the client.			
END OF TRANSACTION	TOTAL:	None	18 minutes	



**INFORMATION AND COMMUNICATION
TECHNOLOGY OFFICE**
External and Internal Services



1. REQUEST FOR INTERNET ACCESS

Internet access may be availed of by the students to facilitate research and communication.

Office or Division:	Information and Communication Technology Office (ICTO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	Students, Employees, or Guests			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student Identification Card or Certificate of Registration and Assessment or Enrollment or Certificate of Enrollment		Client		
2. Employee's Identification Card		Client		
3. Government-issued Identification Card		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Student Identification Card or Certificate of Registration and Assessment or Certificate of Enrollment (if the client is a student). Present the Employee's Identification Card (if the client is an employee) Present the government-issued Identification Card (if the client is a guest)	1. Validate the identity of the client. 1.1 Ask the client to register in and sign the logbook	None	1 minute	ICT Personnel
2. Register in and sign the logbook.	2. Provide an access code to the client that is valid for three (3) hours per day.			



3. Get the access code. *(The client can now enter the access code in the portal for the internet access.)				
END OF TRANSACTION	TOTAL:	None	1 minute	



2. REQUEST FOR ICT SERVICE

The ICT Office accepts requests for the process covers the processing of job requests for the repair, maintenance, and software installation of ICT resources.

Office or Division:	Information and Communication Technology Office (ICTO)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Employees/Offices			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Submit Online Job- Request		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the <u>ICT Online Job Request Forms</u> .	1. Check the accuracy and completeness of the <u>ICT Online Job Request Forms</u> and submit them to the ICT Manager.	None	2 minutes	ICT Personnel
	1.1 Assigns jobs to personnel based on their skills, and availability and can accommodate the job within their schedules.	None	1 minute	ICT Manager
2. Give instructions to the ICT personnel as regards the work to be done.	2. Execute the job request.	None	30 minutes	ICT Personnel
3. Evaluate the job through an online evaluation form.	3. Ask the client to evaluate the Job online.	None	2 minutes	Client
END OF TRANSACTION	TOTAL:	None	35 minutes	



ACCOUNTING OFFICE

Internal Services



1. REQUESTING FOR CERTIFICATE OF REGISTRATION AND ASSESSMENT

The service is to provide the enrollees with a Certificate of Registration and Assessment due for a particular academic period.

Office or Division:		Accounting Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who May Avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official Receipt		- Collection and Disbursement Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a <u>Charge Slip</u> corresponding to the certification fee.	1. Issue a <u>Charge Slip</u> to the client.	None	1 minute	Accounting Staff/Billing Clerk
2. Pay the amount indicated in the <u>Charge Slip</u> at the Collection and Disbursement Office.	2. Issue an <u>Official Receipt</u> to the client.	P25.00	3 minutes	Cash Collecting Officer
3. Present the <u>Official Receipt</u> of payment.	3. Receive the <u>Official Receipt</u> of payment from the client. 3.1 Print the <u>Certificate of Registration and Assessment</u> indicating that the student is	None	3 minutes	Accounting Staff/Billing Clerk Head of Accounting Unit



	"officially enrolled". 3.2 Sign the <u>Certificate of Registration and Assessment</u> .			
4. Receive the <u>Certificate of Registration and Assessment</u> .	4. Release the Certificate of Registration and Assessment to the client.	None	1 minute	Accounting Staff/Billing Clerk
END OF TRANSACTION	TOTAL:	P25.00	8 minutes	



2. SIGNING OF STUDENT CLEARANCE

The service is to clear students from financial accountability that may be due to the College.

Office or Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student Clearance Form 2. Application for Graduation Form (for graduating students)		- Office of the College Dean - Students Registration and Records Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the duly accomplished <u>Student Clearance Form</u> or <u>Application for Graduation Form</u> (for graduating students).	1. Verify the account of the client to determine if the client is already clear from financial accountability. (Advise the client to settle first the financial accountability, if there is any.) 1.1 Sign the <u>Student Clearance Form</u> or <u>Application for Graduation Form</u> .	None	2 minutes	Accounting Staff/Billing Clerk
2. Receive the <u>Student Clearance Form</u> or <u>Application for Graduation Form</u> .	2. Release the <u>Student Clearance Form</u> or <u>Application for Graduation Form</u> .	None	1 minute	Accounting Staff/Billing Clerk
END OF TRANSACTION	TOTAL:	None	3 minutes	



3. ADDING OF SUBJECTS

The service facilitates the adding of subjects by the students.

Office or Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Adding Form 2. Official Receipt (only for Special Learning Package (SLP) and Masteral Students)		- Office of the College Dean - Collection and Disbursement Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the duly accomplished and approved <u>Adding Form</u> . <i>For SLP and Masteral students:</i> Receive the <u>Adding Form</u> . Pay the amount indicated in the <u>Adding Form</u> at the Collection and Disbursement Office. Present the <u>Official Receipt</u> .	1. Receive the duly accomplished and approved <u>Adding Form</u> from the client. <i>For SLP and Masteral students:</i> Indicate in the <u>Adding Form</u> the amount of adding fee. Return the <u>Adding Form</u> to the client. Issue an <u>Official Receipt</u> to the client. Receive the <u>Official Receipt</u> from the client.	None <i>For SLP and Masteral students:</i> P15.00 per subject plus 25% of the tuition fee (TF) for the subject/s to be added	2 minutes <i>For SLP and Masteral students:</i> 3 minutes	Accounting Staff/Billing Clerk <i>For SLP and Masteral students:</i> Accounting Staff/Billing Clerk <i>Cash Collecting Officer</i> Accounting Staff/Billing Clerk
2. Receive the duly signed <u>Adding Form</u> .	2. Validate the adding of subject/s.	None	2 minutes	Accounting Staff/Billing Clerk



(Then proceed to the Office of the College Dean for the adding of subject/s.)	2.1 Sign the <u>Adding Form</u> . 2.2 Return the <u>Adding Form</u> to the client.			
END OF TRANSACTION	TOTAL:	None or P15.00 per subj. plus 25% of the TF for the subject/s to be added	4 minutes or 7 minutes	



4. WITHDRAWAL OF ENROLMENT/DROPPING OF SUBJECTS

The service facilitates the withdrawal of enrolment or the dropping of enrolled subjects by the students.

Office or Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Dropping Form 2. Official Receipt [only for Special Learning Package (SLP) and Masteral Students]		Office of the College Dean Collection and Disbursement Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the duly accomplished and approved <u>Dropping Form</u> . <i>For SLP and Masteral students:</i> Receive the <u>Dropping Form</u> . Pay the amount indicated in the <u>Dropping Form</u> at the Collection and Disbursement Office.	1. Receive the duly accomplished and approved <u>Dropping Form</u> from the client and use it as basis for the computation of the required retention fees for billing at the UNIFAST. <i>For SLP and Masteral students:</i> Indicate in the <u>Dropping Form</u> the amount of dropping fee. Return the <u>Dropping</u>	None <i>For SLP and Masteral students:</i> P15.00 per subject plus 25%/ 50%/ 100% of the tuition fee (TF) of the subject/s to be dropped	3 minutes <i>For SLP and Masteral students:</i> 3 minutes	Accounting Staff/Billing Clerk <i>For SLP and Masteral students:</i> Accounting Staff/Billing Clerk Cash Collecting Officer



Present the <u>Official Receipt</u> .	<u>Form</u> to the client. Issue an <u>Official Receipt</u> to the client. Receive the <u>Official Receipt</u> from the client.			Accounting Staff/Billing Clerk
2. Receive the modified/adjusted <u>Certificate of Registration and Assessment</u> .	2. Drop the requested subject/s. 2.1 Issue a modified/adjusted <u>Certificate of Registration and Assessment</u> to the client.	None	3 minutes	Accounting Staff/Billing Clerk
END OF TRANSACTION	TOTAL:	None or P15.00 per subj. plus 25%/50%/100% of the TF of the subject/s to be dropped	6 minutes or 9 minutes	



COLLECTION AND DISBURSEMENT OFFICE

External and Internal Services



1. COLLECTION OF FEES FOR STUDENT RECORDS AND REGISTRATION

Documents issued by the Students Registration and Records Office to students needing Certification, Authentication, Certification/Authentication/Verification of Academic Records, Transcript of Records, Reconstructed Diploma, Documentary Stamps, Student Identification Cards, and the like, required by agencies, public or private, for their scholarship grants or for financial assistance, for employment, whether local and abroad, for board examination, and for other purposes, will require payments for processing by the Collection and Disbursement Office.

Office or Division:		Collection and Disbursement Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who May Avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Charge Slip		Students Registration and Records Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Charge Slip	1. Received and check the Charge Slip if filled out properly and completely.	None	1 minute	Cash Collection Officer
2. Secure a <u>Cash Denomination Slip</u> if bills amounting to P200.00 and above will be tendered.	2. Issue a <u>Cash Denomination Slip</u> to the client for bills amounting to P200.00 and above.	P25.00 per Certificate for Certification (General Weighted Average, Honorable Dismissal, Grades, Form 137 and other similar Certificates)	2 minutes	Cash Collecting Officer
3. Pay the amount indicated in the <u>Charge Slip</u> and give the <u>Cash Denomination Slip</u> , if any.	3. Receive the <u>Charge Slip</u> , <u>Cash Denomination Slip</u> for bills amounting to P200.00, P500.00, and P1,000.00, and the cash or government check from the client.	P10.00 per page for Authentication P40.00 per page for Certification, Authentication and Verification of Academic Credentials (CAV)		



	3.1 Input the name of the client to the System. 3.2 Check the prescribed fees for the transaction. 3.3 Input the corresponding fees to the System. 3.4 Print the <u>Official Receipt</u>. 3.5 Sign the <u>Official Receipt</u>.	P30.00 per page for Transcript of Records (TOR) P50.00 per Reconstructed Diploma (RD) P30.00 per Documentary Stamp (DS) P100.00 per Lost or Renewed Student Identification Card (ID)		
4. Get the <u>Official Receipt</u> and the change, if any.	4. Issue the <u>Official Receipt</u> to the client. 4.1 Give the change to the client, if any.	None	1 minute	Cash Collecting Officer
END OF TRANSACTION	TOTAL:	P25.00 per Cert. P10.00 per page for Auth. P40.00 per page for CAV P30.00 per page for TOR P50.00 per RD P30.00 per DS P100.00 per ID	4 minutes	



2. COLLECTION OF FEES, INCOME, REFUNDS AND GRANTS

The Collection and Disbursement Office processes receipts from the fees paid by the clients for purposes other than those required by the Students Registration and Records Office, e.g. school and miscellaneous fees, income/trust receipts collected from the use of Entrepreneurial Training Center (ETC) rooms, Students Pavilion, classrooms, and other rentable facilities and equipment, refunds of cash advances, financial assistance from government and non-government agencies, and similar other receipts.

Office or Division:	Collection and Disbursement Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who May Avail:	Students, Employees and External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment		Accounting Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure an <u>Order of Payment</u> from the Accounting Office.	1. Issue an <u>Order of Payment</u> to the client.	None	1 minute	Clerk/ Billing Clerk
2. Secure a <u>Cash Denomination Slip</u> if bills amounting to P200.00 and above will be tendered.	2. Issue a <u>Cash Denomination Slip</u> to the client.	P25.00 per Authentication of Assessment P900.00 per day for ETC Small Room	2 minutes	Cash Collecting Officer
3. Pay the amount indicated in the <u>Order of Payment</u> and give the <u>Cash Denomination Slip</u> , if any.	3. Receive the <u>Order of Payment</u> , <u>Cash Denomination Slip</u> for bills amounting to P200.00, P500.00, and P1,000.00, and the cash or government	P1.8k per day for ETC Big Room P12k per day for ETC Function Hall		



	check from the client. 3.1 Input the name of the client to the System. 3.2 Check the prescribed fees for the transaction. 3.3 Input the corresponding fees to the System. 3.4 Print the <u>Official Receipt</u>. 3.5 Sign the <u>Official Receipt</u>.	P4k per day for Students Pavilion P6k per night for Students Pavilion P5k per Canteen Stall		
4. Get the <u>Official Receipt</u> and the change, if any.	4. Issue the <u>Official Receipt</u> to the client. 4.1 Give the change to the client, if any.	None	1 minute	Cash Collecting Officer
END OF TRANSACTION	TOTAL:	P25.00 per Authentication of Assessment P900.00 P1.8k P12k P4k P6k P5k Rental Fees	4 minutes	

3. RELEASING OF CHECKS

Office or Division:	Collection and Disbursement Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who May Avail:	Students, Employees and External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Identification Card 2. Official Receipt <i>For transactions with authorized representative:</i>		Client Client		
3. Authorization Letter or Special Power of Attorney (SPA)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the claim.	1. Respond to the inquiry.	None	5 minutes	Cashier/ Disbursing Officer or Any Staff Assigned
2. Present a valid <u>Identification Card</u> , <u>Official Receipt</u> , and <u>Authorization Letter</u> or <u>Special Power of Attorney (SPA)</u> (for claimants who cannot personally claim the check/s), if any.	2. Receive the requirements. 2.3 Verify the authenticity of the <u>Identification Card</u> , <u>Official Receipt</u> , <u>Authorization Letter</u> or <u>Special Power of Attorney (SPA)</u> . 2.4 Verify the identity of the claimant. 2.5 Attach the <u>Official Receipt</u> to the <u>Disbursement Voucher</u> . <i>For contractor/ proprietor:</i>			



Sign the <u>BIR Certificate Form</u> Nos. 2306 and 2307. Obtain a copy of the <u>BIR Certificate Form</u> Nos. 2306 and 2307.	Ask the client to sign the <u>BIR Certificate Form</u> Nos. 2306 and 2307. Release to the client the <u>BIR Certificate Form</u> Nos. 2306 and 2307.			
3. Sign the logbook. 4. Receive the <u>Check</u>.	3. Ask the client to sign the logbook. 4. Release the <u>Check</u> to the client.	None	1 minute	Cashier/ Disbursing Officer or Any Staff Assigned
END OF TRANSACTION	TOTAL:	None	6 minutes	



4. RELEASING OF REFUNDS, STUDENT ASSISTANT WAGES, GRANTS, AND OTHER BENEFITS OR ALLOWANCES

The Disbursing Officer releases refunds, wages of student assistants, scholarship grants, aids and other benefits.

Office or Division:	Collection and Disbursement Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	Students, Employees and Grantees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original and photocopy of valid Identification Card		Client		
2. Community Tax Certificate (for student refunds and wages)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire about the claim.	1. Respond to the inquiry.	None	2 minutes	Cashier or Disbursing Officer
2. Present a valid <u>Identification Card</u> and <u>Community Tax Certificate</u> (for student refund and wages)	2. Receive the requirements. 2.1 Verify the identity of the client. 2.2 Find the name of the client in the <u>Payroll</u> .			
3. Sign the <u>Payroll</u>	3. Ask the client to sign the <u>Payroll</u> .			
4. Sign the logbook	4. Ask the client to sign the logbook.	None	2 minutes	Cashier or Disbursing Officer
5. Receive the cash	5. Release the cash to the client.			
END OF TRANSACTION	TOTAL:	None	4 minutes	



5. RELEASING OF PETTY CASH

The Disbursing Officer releases cash advances or reimbursements from petty cash for claims amounting to less than one thousand (P1,000.00).

Office or Division:	Collection and Disbursement Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For cash advance of petty cash: 1. 2 copies of Approved Petty Cash Voucher 2. Approved Purchase Request		Collection and Disbursement Office Client		
For reimbursement or liquidation of petty cash: 1. 2 copies of Approved Petty Cash Voucher 2. Approved Purchase Request 3. Official Receipt/s 4. Sales Invoice/s 5. Inspection and Acceptance Report (except for mailing/courier services)		Collection and Disbursement Office Client Client Client Supply and Property Management Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure two (2) copies of <u>Petty Cash Voucher</u> .	1. Issue two (2) copies of <u>Petty Cash Voucher</u> to the client.	None	1 minute	Designated Petty Cash Custodian
2. Fill-out the two (2) copies of <u>Petty Cash Voucher</u> .	2. Receive two (2) copies of approved <u>Petty Cash Voucher</u> and approved <u>Purchase Request</u> (for cash advance), with <u>Official Receipt/s</u> or <u>Sales Invoice/s</u> and <u>Inspection</u> and	None	5 minutes	Designated Petty Cash Custodian



3. Submit two (2) copies of approved <u>Petty Cash Voucher</u> and approved <u>Purchase Request</u> (for cash advance), with <u>Official Receipt/s</u> or <u>Sales Invoice/s</u> and <u>Inspection and Acceptance Report</u> (for reimbursement or liquidation).	<u>Acceptance Report</u> (for reimbursement or liquidation).			
4. Sign the <u>Petty Cash Voucher</u> . 5. Receive the cash.	4. Sign the <u>Petty Cash Voucher</u> . 5. Ask the client to sign the <u>Petty Cash Voucher</u> . 6. Release the cash to the client.	None	2 minutes	Designated Petty Cash Custodian
END OF TRANSACTION	TOTAL:	None	8 minutes	



HUMAN RESOURCE MANAGEMENT OFFICE

Internal Services



1. SECURING SERVICE RECORD, CERTIFICATE OF EMPLOYMENT AND OTHER PERSONNEL RECORD

BISCAST employees, employees who were separated from the service may secure copy/ies of Service Record, Certificate of Employment and other personnel records. Such documents are usually required in the applications for loans, claim for loyalty, retirement, terminal leave, employment by other firms/agencies and other legal purposes.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	a. BISCAST Employees (Regular, Contract of Service Personnel, and Part-time Instructors) b. Employees who were separated from the service			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition Slip (BISCAST-F-HRM-41)		HRMO		
<i>For transaction with authorized representatives:</i>				
1. Authorization Letter with attached Identification Card (ID)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Onsite 1. Submit the duly accomplished Requisition Slip Form (BISCAST-F-HRM-41).	1. Receive and review the duly accomplished Requisition Slip Form submitted by the client.	None	3 minutes	HRMO Staff
Online 1. Accomplish the online requisition slip form (https://bit.ly/Requisition_Slip_Form)	1.1 Prepare the employees' request specified in the requisition slip form. 1.2 Review and sign the requested document of the client.		10 minutes or 1 day 5 minutes	HRMO Staff HRMO III



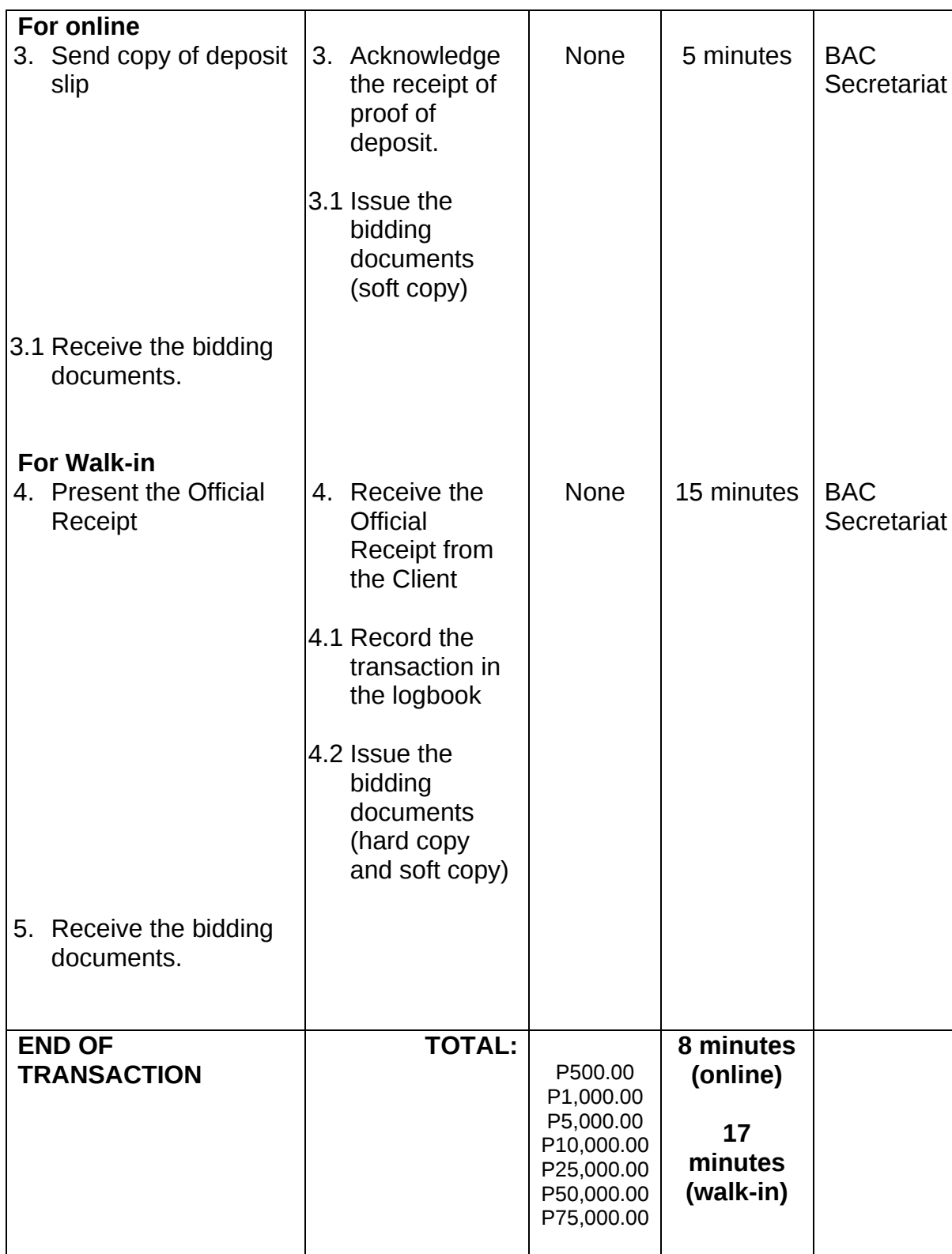
2. Receive the requested document and signed in the logbook	<u>Onsite</u> 2. Issue of the requested document to the client. <u>Online</u> 2. Send the requested scanned document to the client through the email address indicated in the online request.	None	2 minutes	HRMO Staff
3. Accomplish the Customer Satisfaction Survey Form (BISCAST-F-SDS-34) and drop in the designated drop box.	3. Distribute the Customer Satisfaction Survey Form (BISCAST-F-SDS-34) to the client.	None	2 minutes	HRMO Staff
END OF TRANSACTION	TOTAL:	None	1 day and 22 minutes	



BIDS AND AWARDS COMMITTEE

External Services







**RECORDS MANAGEMENT OFFICE/DOCUMENT
CONTROL OFFICE**
External and Internal Services



1. REQUEST TO CONTROLLED QUALITY MANAGEMENT SYSTEM (QMS) DOCUMENT

Controlling all QMS documents is the vital role of the Documents Control Office / Records Management Office; this will ensure that all used and disseminated documents have been well managed and maintained. The request starts from the receipt of new forms for controlled, reproduction and routing thereof and is applicable to all documents received from various Units and Departments of the College for record and filing purposes.

Office or Division:	Records Management Office/Documents Control Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. QMS Documents / New Forms 2. Document Request Form 3. Documents Review and Approval Form		Originating Office Documents Control Office Documents Control Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplished a Document Request Form 1.1 Submit the hard copy of documents (QMS documents/ new forms with indicated document number, effectivity date, revision and page number) 1.2 Attached the approved documents and approval form	1. Receives and checks the copy of documents with attached accomplished Document Request Form and complete requirements	None	1 minute	Records Staff



2. Sends the soft copy (<i>must be in a word file</i>) of the documents(new forms) at gmo@biscast.edu.ph	2. Checks and verify the completeness of the document (<i>new forms</i>). (<i>Editing of documents will apply if necessary</i>)	None	2 minutes	Records Staff
			(1 hour)	Records Staff
	2.1 Stamps the document form and signs the controlled copy		2 minutes	Documents Controller
3. Receives /conforms to the distribution list and receive the controlled documents	3. Print and sign the Distribution and Retrieval Form	None	1 minute	Documents Controller
	3.1 Attached the accomplished Document Revision Record (<i>if necessary</i>)		2 minutes	Records Staff
	3.2 Files the controlled master copy of the document to the assigned file folders/ locations		1 minute	Documents Controller
	3.3 Routes the controlled documents to the concerned office.		5 minutes	Records Staff
END OF TRANSACTION	TOTAL:	None	1 hour and 14 minutes	



2. REQUEST TO CONTROL THE LOGBOOK

Controlling all documents is the vital role of the Documents Control Office / Records Management Office; this will ensure that all used and disseminated documents have been well managed and maintained. The request starts from the receipt of the Document Request Form to control the Logbook, which was received from various Units and Departments of the College for record and filing purposes.

Office or Division:	Records Management Office/Documents Control Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Actual Logbook (with title and number) 2. Document Request Form		Originating Office Documents Control Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill up the Document Request Form	1. Provide the document request form to the client.	None	1 minute	Records Staff
2. Present the actual Logbook with the indicated Logbook Title and Logbook Number	2. Check and verify the completeness of the document (logbook)	None	2 minutes	Records Staff
3. Submit the accomplished Document Request Form	3. Receives the accomplished Document Request Form.	None	1 minute	Records Staff
	3.1 Endorse to the Document Controller		1 minute	Records Staff
	3.2 Encode in the Masterlist		2 minutes	Documents Controller
END OF TRANSACTION	TOTAL:	None	7 minutes	



3. REQUEST FOR OBSOLESCENCE OF CONTROLLED DOCUMENTS

The procedure starts from the receipt of Document Request Form and is applicable to all requests received from various Units and Departments of the College.

Office or Division:	Records Management Office/Documents Control Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Document Request Form		Documents Control Office		
2. Document/logbook to obsolete		Originating Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish a Document Request Form 1.1 Submit the Controlled forms, documents, logbooks for obsolescence.	1. Receives Controlled forms, documents, logbooks for obsolescence	None	1 minute	Records Staff
	1.1 Endorse to the Document Controller		1 minute	Records Staff
	2. Stamps the document / logbook with OBSOLETE and signs on it.	None	2 minutes	Documents Controller
	2.1 File to Archive		1 minute	Documents Controller
END OF TRANSACTION	TOTAL:	None	5 minutes	



4. REQUEST REVISION OF CONTROLLED DOCUMENTS

Revision of documents is important for monitoring and updating of changes for improvement of such documents. The procedure starts from the receipt of the Document Request Form and is applicable to all requests received from various Units and Departments of the College.

Office or Division:	Records Management Office/Documents Control Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Old controlled copy of QMS Documents 2. Old controlled copy of New Forms 3. Document Request Form 4. Documents Review and Approval Form 5. Documents Change Notice		Originating Office Originating Office Documents Control Office Documents Control Office Documents Control Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish a Document Request Form 1.1 Submit the hard copy of documents (QMS documents/new forms with indicated document number, effectivity date, revision and page number)	1. Receives and checks the copy of documents with attached accomplished Document Request Form and complete requirements	None	1 minute	Records Staff



2. Sends the soft copy (<i>must be in a word file</i>) of the documents(new forms) at gmo@biscast.edu.ph	2. Checks and verifies the completeness of the document (<i>new forms</i>).	None	2 minutes	Records Staff
	(Editing of documents will apply if necessary)	None	(1 hour)	Records Staff
	2.1 Stamps the document form and signs the controlled copy	None	2 minutes	Documents Controller
3. Receives /conforms to the distribution list and receive the controlled documents	3. Print and sign the Distribution and Retrieval Form	None	1 minute	Documents Controller
	3.1 Attached the accomplished Document Revision Record (<i>if necessary</i>)		2 minutes	Records Staff
	3.2 Files the controlled master copy of the document to the assigned file folders/locations		1 minute	Documents Controller
	3.3 Routes the controlled documents to the concerned office.		5 minutes	Records Staff
END OF TRANSACTION	TOTAL:	None	1 hour and 14 minutes	



5. REQUEST A COPY OF CONTROLLED DOCUMENTS AND RECORDS

The procedure starts from the receipt of the letter request and is applicable to all requests received from various Units and Departments of the College.

Office or Division:	Records Management Office/Documents Control Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (addressed to the Records Officer Head)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter	1. Receives the request letter	None	1 minute	Records Staff
	1.1 Stamps “uncontrolled” in the document requested and signs on it.	None	1 minute	Records Officer
2. Sign the logbook.	2. Releases the uncontrolled requested document	None	10 to 15 minutes	Records Officer
2.1. Receive the uncontrolled requested document	2.1 Assigns file folder/location where the approved request letters shall be filed.		2 minutes	Records Staff
END OF TRANSACTION	TOTAL:	None	14 to 19 minutes	



6. RECEIVING OF EXTERNAL COMMUNICATIONS

This procedure covers receiving communications and/or documents addressed to the Head of Agency or BISCAS from external clients such as contractors, suppliers, service providers, visitors, private companies and institutions, other government agencies, and other individuals.

Office or Division:	Records Management Office/Documents Control Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizens G2B- Government to Business Entity G2G- Government to Government			
Who May Avail:	External Client			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter Communications 2. Other Documents and/or Records		External Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit 2 sets of incoming external communication with attachments (if necessary)	1. Receives external communications from outside agencies, persons, companies, and institutions addressed to the Head of Agency or BISCAS only. 1.1 Review the communication if properly addressed to the Head of Agency. (Return the documents to the client if found incorrect.) 1.2 Stamp received the external communication. 1.3 Assigns control numbers to the external communications received.	None	5 minutes	Records Staff



2. Receive the stamped and recorded copy of the communication.	1.4 Records in the Logbook the details of the external communications received. 1.5 Return the receiving copy to the client. 2. Ask the client to sign the logbook.			
END OF TRANSACTION	TOTAL:	None	5 minutes	



GENERAL SERVICES UNIT

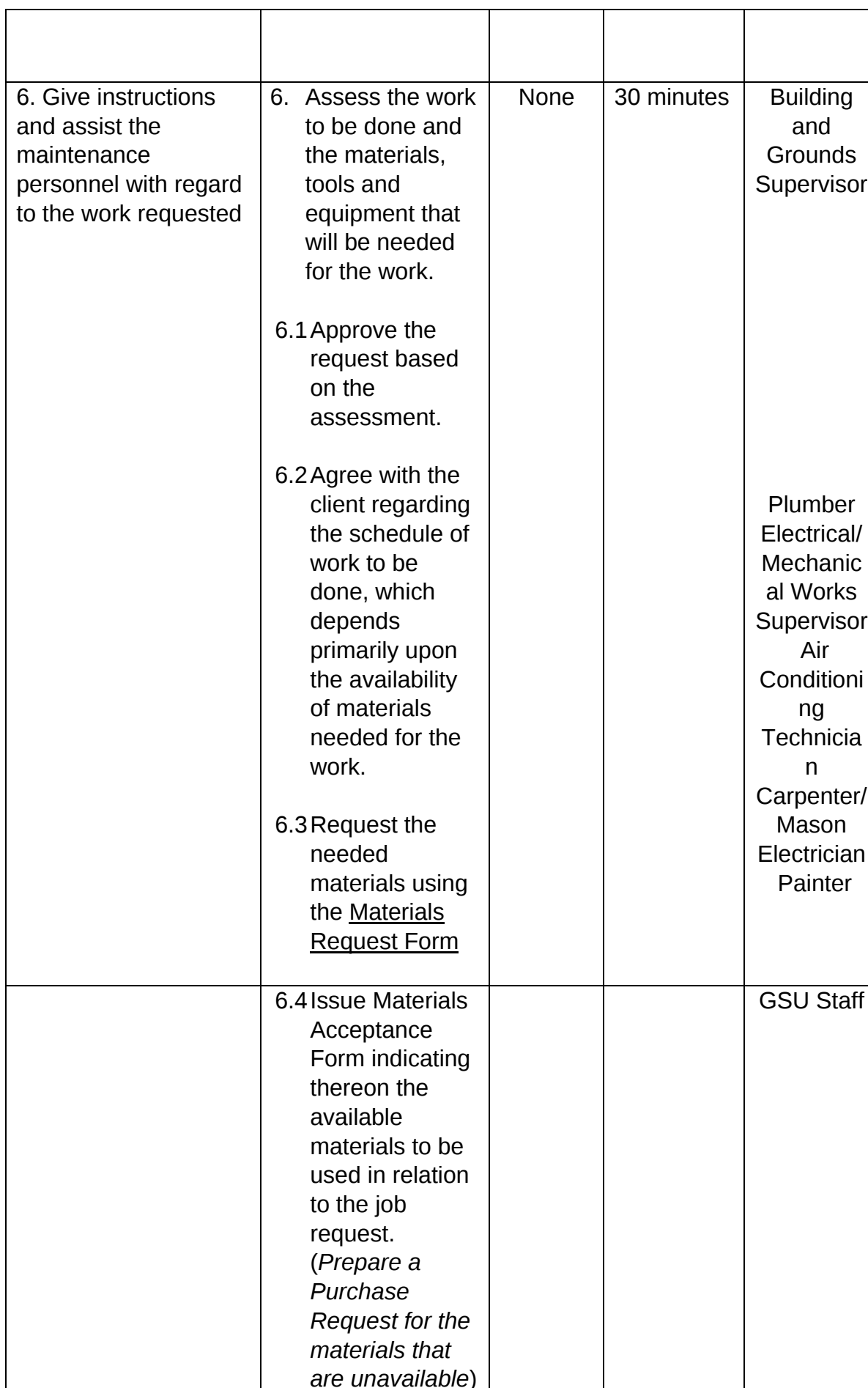
External and Internal Services



1. REQUEST FOR REPAIRS AND MAINTENANCE

The Office General Services Unit (GSU) performs repairs and maintenance works upon request or on its own initiative.

Office or Division:	General Services Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Two (2) Copies of Job Request Form		General Services Unit		
1. Secure two (2) copies of <u>Job Request Form</u> .	1. Issue two (2) copies of <u>Job Request Form</u> to the client	None	1 minute	GSU Staff
2. Fill out job request forms	2. Receive the <u>job request forms</u> from the client	None	10 minutes	GSU Staff
3. Submit the job request forms	3. Check the accuracy and completeness of the <u>job request forms</u>			GSU Staff
	3.1 Record the request in the logbook			GSU Staff
4. Sign the logbook	4. Ask the client to sign the logbook			GSU Staff
	4.1 Return one (1) copy of the <u>job request form</u> to the client			GSU Staff
5. Receive one (1) copy of the job request form	5. Assign a maintenance personnel to do the job based on their skills and availability			GSU Head





	6.5 Write the requested tools and equipment in the logbook 6.6 Issue the requested materials, tools and/or equipment to the assigned maintenance personnel			
7. Assist/supervise the maintenance personnel in performing the job 8. Evaluate the job done	7. Execute the job request 8. Accomplish the <i>Job Accomplishment Part of the <u>Job Request Form</u></i>	None	1 hour	Building and Grounds Supervisor Plumber Electrical/ Mechanical Works Supervisor Air Conditioning Technician Carpenter/ Mason Electrician Painter
9. Sign the <u>Job Request Form</u>	9. Ask the client to evaluate and sign the <u>Job Request Form</u> 9.1 Check the accuracy and completeness of the <u>Job Request Form</u> 9.2 Sign the Job Request Form to acknowledge completion of	None	35 minutes	GSU Staff GSU Head GSU Staff



	the requested job 9.3 Fill the <u>Job Request Form</u> 9.4 Prepare the <u>Job Request Monitoring Report</u>			
END OF TRANSACTION	TOTAL:	None	2 hours and 26 minutes	



2. RESERVATION OF FACILITIES

The General Services Unit accepts requests for the use of facilities such as the Students Pavilion, Multi-Purpose Building–Students Center, Sports and Wellness Activity Center, Assembly Hall, Mini Theatre, Demo Room, Classrooms and Grounds.

Office or Division:	General Services Unit			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizens G2B- Government to Business Entity G2G- Government to Government			
Who May Avail:	Students, Employees, and External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter 2. Facility/Equipment Use Permit Form		Client Office of the Vice President for Administration and Finance		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present a Request Letter 2. Receive the Request Letter with the attached note	1. Receive the Request Letter from the client 1.1 Check the availability of the requested facility 1.2 Attach a note to the Request Letter regarding the availability of the requested facility	None	10 minutes	GSU Staff
	2. Return the Request Letter with the attached note to the client 2.1 Reserve the requested facility on the stated date and time by writing on the Facility			



	Reservations Monitoring Boar			
3. Present the <u>Facility/Equipment Use Permit Form</u> with the Request Letter	3. Receive the <u>Facility/Equipment Use Permit Form</u> with the approved Request Letter	None	5 minutes	GSU Staff
4. Receive the signed <u>Facility/Equipment Use Permit Form</u> along with the approved Request Letter	4. Record the details of the request in the logbook 4.1 Reevaluate the request 4.2 Sign the <u>Facility/Equipment Use Permit Form</u> 4.3 Return the signed <u>Facility/Equipment Use Permit Form</u> and the attached Request Letter to the client			GSU Head
5. Provide a copy of the approved <u>Facility/Equipment Use Permit Form</u>	5. Receive a copy of the approved <u>Facility/Equipment Use Permit Form</u> 5.1 File the <u>Facility/Equipment Use Permit Form</u>	None	2 minutes	GSU Staff
END OF TRANSACTION	TOTAL:	None	17 minutes	



3. RESERVATION OF VEHICLES

The General Services Unit accepts requests for the use of school vehicles.

Office of Division	General Services Unit			
Classification	Simple			
Type of Transaction	G2C - Government to Citizen G2G - Government to Government			
Who May Avail	Students, Employees, and Other Government Officials/Employees			
CHECKLISTS OF REQUIREMENTS		WHERE TO SECURE		
1. Two (2) copies of Vehicle Request Form		General Services Unit		
2. Approved Request for Travel Order (If Any)		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure two (2) copies of Vehicle Request Form	1. Issue two (2) copies of Vehicle Request Form to the client.	None	1 minute	Motorpool Section In-Charge
2. Fill out the Vehicle Request Forms	2. Receive the Vehicle Request Forms and the attached Approved Request for Travel Order, if any			
3. Submit the vehicle request forms and the attached approved request for travel order, if any	3. Return one (1) copy of the vehicle request form to the client 3.1 record the details of the request in the logbook 3.2 check the availability of the driver and the vehicle			



4. Receive one (1) copy of the vehicle request form	4. Assign a driver for the request	None	5 minutes	GSU Head
	4.1 Evaluate the Request and Recommend for Approval of the Request.			
	4.2 Reevaluate the Request and Approve the Request	None	3 minutes	GSU Head
	4.3 Prepare a request for travel order of the assigned driver	None	5 minutes	Motorpool section in-charge
	4.4 Endorse the Request for Travel Order of the Assigned Driver	None	3 minutes	Motorpool section in-charge
	4.5 Recommend Approval of the Request for Travel Order	None	3 minutes	GSU Head
	4.6 Approve the Request for Travel Order	None	5 minutes	Vice-President for Administration and Finance
5. Receive a copy of the approved request for travel order	5. Issue a copy of the approved request for travel order to the client 5.1 issue a copy of the approved request for travel order of the assigned driver	None	4 minutes	



	5.2 reserve the request in the vehicle request monitoring board 5.3 fill the vehicle request form and request for travel order			
END OF TRANSACTION	TOTAL:	None	45 minutes	



SUPPLY AND PROPERTY MANAGEMENT UNIT

External and Internal Services



1. RECEIPT OF DELIVERED SUPPLIES, MATERIALS, AND EQUIPMENT

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

Office or Division:	Supply and Property Management Unit			
Classification:	Simple			
Type of Transaction:	G2B - Government to Business Entity G2G - Government to Government			
Who May Avail:	Suppliers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Purchase Order 2. Original Copy of Invoice / Delivery Receipt		Procurement Office Supplier		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Supplier present required documents for the delivery of the items	1. Checks the completeness and accuracy of documents based from the P.O	None	5 minutes	SPMU Staff
2. Delivery of items	2. Pre-inspect and receives the deliveries if in conformity with the specifications indicated in the PO and count the items delivered.	None	15 minutes	SPMU Staff
	2.1 Prepare and issues Inspection and Acceptance Report to College Inspection Committee.	None	10 minutes	SPMU Staff
	2.2 Check, inspect and test the item/s if in conformity with the specifications indicated in the P.O.	None	20 minutes	Inspection Committee
3. Acceptance of delivery	3. Review the document and	None	10 minutes	SPMU Head



	Signs in the Acceptance portion of the Inspection and Acceptance Report (IAR)			
	3.1 Furnished copy of IAR to COA and College Inspector	None	10 minutes	SPMU Staff
	3.2 Record the delivery in the Stock Card / Semi-Expendable Property Card / Property Card	None	20 minutes	SPMU Staff
END OF TRANSACTION	TOTAL:	None	1 hour and 30 minutes	



2. ISSUANCE OF SUPPLIES, MATERIALS, AND EQUIPMENT

The service allows the issuance of supplies, materials, equipment, accountable forms to end-user/s.

Office or Division:	Supply and Property Management Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Respective End-user			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Requisition and Issue Slip (RIS)		SPMU		
2. Inventory Custodian Slip (ICS)		SPMU		
3. Property Acknowledgement Receipt (PAR)		SPMU		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. List the needed supplies and materials	1. Issues Requisition and Issue Slip (RIS)	None	10 min.	SPMU Staff
2. Presents duly signed "Requested by" portion of the RIS form.	2. Checks and approves the Request	None	10 min.	SPMU Head
	2.1 Prepares and signs Inventory Custodian Slip for Semi-expendable items.	None	10 min,	SPMU Staff/ SPMU Head
	2.2 Prepares and signs Property Acknowledgement Receipt (PAR) for PPE	None	10 min.	SPMU Staff/ SPMU Head
3. Receipt of items then sign in the "Received by" portion of the RIS, ICS/ PAR	3. Check, counts and issue items to end-user/s	None	20 min.	SPMU Staff
	3.1 Record issued items to Stock Card/ Property Card	None	20 min.	SPMU Staff
END OF TRANSACTION	TOTAL:	None	1 hour and 20 minutes	



3. ISSUANCE OF CLEARANCE TO EMPLOYEE WITH PROPERTY ACCOUNTABILITY

The service allows the issuance of clearance to employees.

Office or Division:	Supply and Property Management Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Teaching and Non-Teaching Personnel with Plantilla Item			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. List of Property Accountability		SPMU		
2. Inventory Transfer Report		SPMU		
3. Property Transfer Report		SPMU		
4. Receipt of Returned Semi-Expendable Property		SPMU		
5. Property Return Slip		SPMU		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward the clearance form for signature.	1. Verifies property accountability of the client	None	20 minutes	SPMU Staff/ Property Custodian
a.1 Client without property accountability	a.1 Signs the Clearance	None	1 minute	SPMU Head
b.1 Client with property accountability but not retiring, transferring, or applying for a study leave	b.1 Issue the Summary List of Property Accountability	None	20 minutes	Property Custodian
b. 2 Signs in the conformed portion of the Summary of Property Accountability.	b.2 Signs the clearance	None	1 minute	SPMU Head
c.1 Client with property accountability and retiring, transferring, or applying for a study leave	c.1 Issue the Summary List of Property Accountability	None	3 minutes	Property Custodian



c. 2 Accomplish the Transfer Form for serviceable property	c.2 Transfer the Serviceable Property	None	30 minutes	Property Custodian
c.3 Accomplish the Return Slip Form for unserviceable property	c.3 Signs the clearance	None	30 minutes	SPMU Head
END OF TRANSACTION	TOTAL:	None	1 hour and 45 minutes	



4. ISSUANCE OF GATE PASS

The service allows the issuance of gate pass for properties going inside or outside the School Premises.

Office or Division:	Supply and Property Management Unit			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizens G2B- Government to Business Entity G2G- Government to Government			
Who May Avail:	Teaching, Non-Teaching Personnel and Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Gate Pass		SPMU		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward the properly accomplished Gate Pass with attached photo of the property	1. Check, assign Control Number and record gate pass 1.1 Sign the Gate Pass.	None	20 minutes	SPMU Staff SPMU Head
2. Receive the signed Gate Pass		None	2 minutes	Teaching, Non-Teaching Personnel and Contractors
END OF TRANSACTION	TOTAL:	None	22 minutes	

Note: Duration of the activity depends on the quantity of property going in/outside the school premises.



5. PROCESSING OF REQUEST FOR PHYSICAL INVENTORY OF PROPERTY ACCOUNTABILITIES

The service allows the special physical inventory of property accountabilities.

Office or Division:	Supply and Property Management Unit			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Accountable Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request Slip		SPMU Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Accomplished Request for Actual Inventory of Property, Plant & Equipment	1. Receives, records, and approves the request for actual inventory.	None	20 minutes	SPMU Staff and SPMU Head
	1.1 Prepares the Summary List of Accountabilities and set schedule for actual inventory	None	15 minutes	SPMU Staff
2. Attends set schedule of actual inventory	2. Conducts actual inventory	None	5 working days	SPMU Staff
	2.1 Prepares report on the conducted inventory		8 hours or 1 working day	
3. If there are missing property accountabilities: Prepares Report of Lost, Stolen, Damaged or Destroyed Property	3. Checks and receives notarized Report of Lost, Stolen, Damaged or Destroyed Property	None	5 minutes	SPMU Staff
4. Settles the missing property accountabilities	4. Receives the proof of settlement	None	5 minutes	SPMU Staff
	4.1 Drop the property in the inventory record		20 minutes	
END OF TRANSACTION	TOTAL:	None	7 Working Days & 10 minutes	

Note: Duration of the activity depends on the quantity of property for actual inventory.



6. PROCESSING OF REQUEST TO CONDEMN UNSERVICEABLE PROPERTIES

The service allows the processing of request to condemn unserviceable and/or no longer needed properties.

Office or Division:	Supply and Property Management Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Accountable Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request Slip 2. Pre and Post Inspection Report 3. Property Return Slip 4. Return Slip of Semi-Expendable Property		SPMU SPMU SPMU SPMU		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Accomplished Request to Condemn Property	1. Receives, checks and approve the request	None	20 minutes	SPMU Staff and SPMU Head
2. Accomplished the Pre Inspection Report.	2. Receives, checks and approve the Pre Inspection Report	None	15 minutes	SPMU Staff and SPMU Head
3. Prepares the Property Return Slip or Return Slip of Semi-Expendable Property	3. Checks and receives the Property Slip or Return Slip of Semi-Expendable Property	None	5 minutes	SPMU Staff and SPMU Head
	3.1 Receives the returned property	None	1 hour	SPMU Staff
	3.2 Update the inventory record	None	20 minutes	SPMU Staff
END OF TRANSACTION	TOTAL:	None	2 hours	

Note: Duration of the activity depends on the quantity of property for condemnation.



7. PROCESSING OF REQUEST TO TRANSFER ACCOUNTABILITIES

The service allows the proper turn-over or transfer of properties from one accountable employee to another accountable employee.

Office or Division:	Supply and Property Management Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Accountable Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Request Slip		SPMU		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Accomplished Request to Transfer Accountability	1. Receives, checks and approve the request	None	30 minutes	SPMU Staff and SPMU Head
	1.1 Prepare Property Transfer Report or Inventory Transfer Report for Semi-Expendable Property	None	1 hour	SPMU Staff and SPMU Head
	1.2 Update Inventory Record	None	1 hour	SPMU Staff
END OF TRANSACTION	TOTAL:	None	2 hours and 30 minutes	

Note: Duration of the activity depends on the quantity of property for transfer.



8. PROCESSING OF RETURN OF SERVICEABLE PROPERTY

The service allows the proper return of serviceable properties that are no longer needed.

Office or Division:	Supply and Property Management Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Accountable Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Property Return Slip or Return Slip of Semi-Expendable Property		SPMU		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Accomplished Property Return Slip or Return Slip of Semi-Expendable property with attached Pre-Inspection Report.	1. Receive and checks the return slip form	None	30 minutes	SPMU Staff
	1. 1 Receives the property.	None	1 hour	SPMU Staff and SPMU Head
	1.2 Update Inventory Record	None	1 hour	SPMU Staff
END OF TRANSACTION	TOTAL:	None	2 hours and 30 minutes	

Note: Duration of the activity depends on the quantity of property for return.



9. ISSUANCE OF TRIP TICKET

The service allows the issuance of trip ticket when requesting the use of the College vehicle.

Office or Division:	Supply and Property Management Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Assigned Vehicle Driver or General Services Unit Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Driver's Trip Ticket		SPMU		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Accomplished Driver's Trip Ticket Form.	1. Receives and checks the Driver's Trip Ticket form.	None	5 minutes	SPMU Staff
	1.1 Assign Driver's Control Number and records the details of the travel.	None	10 minutes	SPMU Staff and SPMU Head
	1.2 Certifies availability of motor vehicle.	None	3 minutes	SPMU Staff
2. Receives the signed Drivers Trip Ticket.		None	2 minutes	Assigned Driver/ GSU Staff
END OF TRANSACTION	TOTAL:	None	20 minutes	

Note: Duration of the activity depends on the quantity of vehicle request.



10. ISSUANCE OF GASOLINE REQUEST SLIP

The service allows the issuance of Gasoline Request Slip as basis for requesting fuel from designated fuel station.

Office or Division:	Supply and Property Management Unit			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Assigned Vehicle Driver or General Services Unit Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Accomplished Gasoline Request Slip		SPMU		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Accomplished Gasoline Request Slip.	1. Receives and checks the gasoline request.	None	5 minutes	SPMU Staff
	1.1 Assign Control Number and record the details of request.	None	5 minutes	SPMU Staff
	1.2 Issue the Gasoline Request Slip.	None	3 minutes	SPMU Head
2. Receives the signed Gasoline Request Slip		None	2 minutes	Assigned Driver/ GSU Staff
END OF TRANSACTION	TOTAL:	None	15 minutes	

Note: Duration of the activity depends on the quantity of Gasoline Request Slip.



AUXILIARY SERVICES OFFICE

External and Internal Services



1. RENTAL OF FACILITIES AND EQUIPMENT

The Auxiliary Services Office accepts requests for the use of facilities and other amenities such as the Student Pavilion, ETC Hall, Classroom, Sports Center, Space Rental, Chairs, Tables, Tablecloth and Seat covers that can be utilized during meetings, training, seminars, and other occasions.

Office or Division:	Auxiliary Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business Entity G2G – Government to Government			
Who May Avail:	External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Request Letter 2. Facilities/Equipment Rental Form 3. Order of Payment 4. Official Receipt (One (1) Photocopy)		Client/Auxiliary Services Office Auxiliary Services Office Accounting Office Collection and Disbursement Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report to BISCASST to complete the <u>Facilities/Equipment Rental Form</u> and <u>submit to the Auxiliary Staff</u>	1. Evaluate the accomplished <u>Facilities/Equipment Rental Form</u> and other particulars being requested before receiving <i>(Return the documents to the client if not proper or complete.)</i>	None	5 minutes	Auxiliary Services Clerk
2. Secure an Order of Payment from the Auxiliary Staff, then queue at the Collection and Disbursement Office for payment	2. Issue an Order of payment.	Student Pavilion ₱5,000/day ₱3,000/4 hours ₱600/hr/(add.rate) Sports Center ₱600/hr/day rate ₱700/hr/night rate LED Wall ₱30,000.00 ETC Hall ₱12,000/day ₱6,000/4 hours ₱1,500/hr/day rate ₱2,000/hr/night rate Classroom ₱1,500/day Space Rental ₱300/day ₱1,000/day ₱1,500/day ₱2,500/day Other rental Monobloc Arm Chair	5 minutes	Auxiliary Service Clerk
3. Pay the required fee at the	3. Issue an Official Receipt			



Collection and Disbursement Office		₱25/piece Monobloc Chair ₱15/piece Plastic Tables, 6 seater ₱30/piece Table Cloth ₱25/piece Seat Cover ₱10/piece Corporate Sound System ₱8,000/8 hours ₱5,000/4 hours Basic Sound System ₱3,000/8 hours ₱2,000/4 hours Sound System Operator ₱600/day/per event Janitorial Services ₱600/day/per event		
4. Return to the Auxiliary Office and present his/her <u>Official Receipt</u> for recording.	4. Receive and photocopy the <u>Official Receipt</u> as proof of transaction and return it to the client 4.1 File the duplicate copy of the <u>Official Receipt</u> 4.2 Calendar the requested facility on the stated date and time 4.3 Request the client to sign into the logbook and accomplish the Customer Feedback Form.	None	5 minutes 2 minutes 3 minutes 5 minutes	Auxiliary Services Clerk
5. Sign in to the Guest's/Client's logbook and accomplish the Customer Feedback Form.	5. Receive the duly accomplished Guest's/Clients Logbook and Customer Feedback Form	None	2 minutes	Auxiliary Services Clerk
END OF TRANSACTION	TOTAL:	Applicable fees may be applied as stated	27 minutes	



2. BORROWING OF FURNITURE AND OTHER FACILITIES

The Auxiliary Services Office accepts requests for the use of furniture such as chairs, tables, tablecloths, and seat covers. Service offered may be availed of by students and employees of the college.

Office or Division:	Auxiliary Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Approved Activity Proposal 2. Facility/Equipment Use Permit Form 3. Auxiliary Facilities and Furniture Borrower's Form		OVPAF OVPAF Auxiliary Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present an <u>Approved Activity Proposal</u> , <u>Facility/Equipment Use Permit Form</u> , and other attachments.	1. Receive the <u>Approved Activity Proposal</u> , <u>Facility/Equipment Use Permit Form</u> , and other attachments from the client.	None	2 minutes	Auxiliary Services Clerk
	1.1 Check and verify the availability of the requested facility and other particulars.		5 minutes	
	1.2 If available, ask the client to accomplish the <u>Auxiliary Facilities and Furniture Borrower's Form</u> .		3 minutes	
2. Accomplish and submit the <u>Auxiliary Facilities and Furniture Borrower's Form</u>	2. Receive the duly accomplished <u>Auxiliary Facilities and Furniture Borrower's Form</u>	None	1 minute	Auxiliary Services Clerk
	2.1 Evaluate the accomplished <u>Auxiliary Facilities</u>		5 minutes	



	<u>and Furniture Borrower's Form</u> and other particulars being requested. <i>(Return the documents to the client if not proper or complete.)</i> 2.2 Calendar the requested facility on the stated date and time.		2 minutes	
3. Sign in to the Guest's/Client's logbook and accomplish the Customer Feedback Form.	3. Ask the client to sign into the logbook and accomplish the Customer Feedback Form		5 minutes	
END OF TRANSACTION	TOTAL:	None	23 minutes	



3. RESERVATION OF ETC HOSTEL ROOM

This procedure covers how the ETC Hostel Rooms are reserved for lodging services of guests, and other individuals needing accommodation within the College premises

Office or Division:	Auxiliary Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	Students, Employees, and External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. BISCAST ETC – Hostel Room Registration Form		Auxiliary Services Office		
2. BISCAST ETC – Hostel Room Accommodation Registration		Auxiliary Services Office		
3. Order of Payment		Accounting Office		
4. Official Receipt (1 Photocopy)		Collection and Disbursement Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire/ request for room reservation	1. Check the availability of the hostel room.	None	5 minutes	Auxiliary Services Clerk
2. Accomplish and submit the duly accomplished PART I of the Guest Reservation Form of the <u>BISCAST ETC – Hostel Room Registration Form</u> .	2. If there is still room available, request the client to accomplish PART-I of the Guest Reservation Form		1 minute	
	2.1 Receive the duly accomplished <u>BISCAST ETC – Hostel Room Registration Form</u>		1 minute	
	2.2 Evaluate the accomplished <u>BISCAST ETC – Hostel Room Registration Form</u> and other		5 minutes	



	particulars being requested. <i>(Return the documents to the client if not proper or complete.)</i> 2.3 Pencil-book reserved room on the reserved date.		2 minutes	
UPON CHECK - IN				
3. Upon check-in, accomplish the Guest Confirmation and Registration Form PART- II of the <u>BISCAST ETC – Hostel Room Registration Form and BISCAST ETC – Hostel Room Accommodation Registration.</u>	3. Receive the duly accomplished Guest Confirmation and Registration Form with compliance of PART-II of the <u>BISCAST ETC – Hostel Room Registration Form and BISCAST ETC – Hostel Room Accommodation Registration.</u>	None	2 minutes	Auxiliary Services Staff
4. Secure an <u>Order of Payment</u> from the Auxiliary Services Unit.	4. Issue an <u>Order of Payment</u> to the client specifying the amount due for payment	Single Bed Room ₱1,000/day Queen Bed Room (for 2 persons) ₱1,200/day Small Room (for 3 persons) ₱1,200/day Big Room (for 6 persons) ₱2,400/day Extra: Bed & Guest Set ₱400/set	3 minutes	Auxiliary Services Staff



5. Queue and pay the amount indicated in the <u>Order of Payment</u> at the Collection and Disbursement Office.	5. Receive payment from the client and issue an <u>Official Receipt</u> .	None		Cash Collecting Officer
6. Present the official receipt to the Auxiliary Services Staff.	6. Receive, validate, and photocopy the <u>Official Receipt</u> as proof of transaction, then return it to the client.	None	5 minutes	Auxiliary Services Clerk
7. Receive the original copy of the <u>Official Receipt</u> .	7. Ask the client to sign in to the logbook and accomplish the Customer Feedback Form.		2 Minutes	
8. Sign in to the Guest's/Client's logbook and accomplish the Customer Feedback Form.	8. File the duplicate copy of the <u>Official Receipt</u> .		2 minutes	
UPON CHECK-OUT				
9. Upon check-out, a. if not yet fully paid secure an <u>Order of Payment</u> from the Auxiliary and go to the Collection and Disbursement Office to pay the balance. b. If fully paid, secure a clearance	9. Issue an <u>Order of Payment</u> to the client.	Single Bed Room ₱1,000/day Queen Bed Room (for 2 persons) ₱1,200/day Small Room (for 3 persons) ₱1,200/day Big Room (for 6 persons) ₱2,400/day Extra: Bed & Guest Set ₱400/set	3 minutes	Auxiliary Clerk



from the Auxiliary Services Unit				
10. If not yet fully paid, pay the amount indicated in the <u>Order of Payment</u> at the Collection and Disbursement Office	10. Receive payment from the client and issue an <u>Official Receipt</u> to the client.	Only the amount indicated in the Order of Payment		Cash Collecting Officer
11. Present the <u>Official Receipt</u>	11. Receive and photocopy the <u>Official Receipt</u> as proof of transaction, then return the original copy to the client.	None	1 minute	Auxiliary Clerk
12. Receive the original copy of the <u>Official Receipt</u> , sign in the Guest's/Client's logbook and accomplish the Customer Feedback Form.	12. Ask the client to sign in to the logbook and accomplish the Customer Feedback Form.		2 minutes	
	12.1 File the duplicate copy of the <u>Official Receipt</u> .		2 minutes	
END OF TRANSACTION	TOTAL:	P2,400.00 P1,200.00 P1,000.00 P400.00	36 minutes	



4. RENTABLE SPACES

This procedure shows how to assist external clients who want to avail a rentable space such as Canteen Stalls, Food Cart Spaces, and ETC Commercial Units that offer goods and services needed by students, employees, and external clients.

Office or Division:	Auxiliary Services Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizens G2B- Government to Business Entity G2G- Government to Government			
Who May Avail:	External Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Letter of Intent 2. Documentary Requirements 3. Lease Application Form 4. Lease Contract Agreement		Client Client Auxiliary Services Office Legal Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the <u>Letter of Intent</u> together with the <u>Documentary Requirements</u> .	1. Receive the <u>Letter of Intent</u> with the complete <u>Documentary Requirements</u> .	None	3 minutes	Auxiliary Services Staff
2. Accomplish the <u>Lease Application Form</u> .	2. Provide Lease Application Form		5 minutes	
3. <u>Return the duly accomplished Lease Application Form</u>	3. Receive the duly accomplished <u>Lease Application Form</u> from the client.		1 minute	
	3.1 Evaluate the accomplished <u>Lease Application Form</u> together with the complete <u>Documentary Requirements</u> . (Return the documents to the client if not proper or complete.)		3 minutes	
END OF TRANSACTION	TOTAL:	None	12 minutes	



ADMISSION AND TESTING SERVICES

External Services



1. ONLINE APPLICATION FOR ADMISSION

This shows the end-to-end process for the BISCAST entrance examination from online application for admission to approval/disapproval of application released via the SIAS (Student Information and Accounting System).

Office or Division:	Admission and Testing Center
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who May Avail:	a. Grade 12 Senior HS Students b. Grade 12 Senior HS Graduates c. Basic Education Curriculum Graduates d. ALS (Alternative Learning System) Passers e. 2nd Courser Applicants f. Transferees g. Grade 6 Students
CHECKLIST OF REQUIREMENTS	
Student-applicants who intend to submit their application online must prepare a <u>scanned copy in PDF</u> of the following documentary requirements: For Grade 12 Senior HS Student-applicant: 1. Duly accomplished Application Form A (BISCAST-F-GTA-01) 2. One (1) copy of 1.5x1.5 colored ID picture, taken within the last 6 months, with a white background; with full and handwritten name tag and signature over printed name (Last Name, First Name, MI) <i>Note: JPEG format with a file size of 250 KB or less</i> 3. Report Card (School Form 9 Progress Report) in Grade 10 and Grade 11 4. Original copy of Certificate of Enrollment from current school <i>Note: No payment fee pursuant to Republic Act 10931</i> For the following student-applicants (common requirements): Grade 12 Senior High School Graduates Basic Education Curriculum Graduates ALS (Alternative Learning System) Passers Transferees	
WHERE TO SECURE	
Generated via BISCAST Information System Portal https://biscast.edu.ph/biscast-portal/ Client School last attended School last attended	



2nd Course applicants 1. Duly accomplished Application Form B (BISCAST-F-GTA-02) 2. One (1) copy of 1.5x1.5 colored ID picture, taken within the last 6 months, with a white background; with full and handwritten name tag and signature over printed name (Last Name, First Name, MI) <i>Note: JPEG format with a file size of 250 KB or less</i> For the following student-applicants (individual requirements): For Grade 12 Senior HS Graduates 1. Report Card (School Form 9 Progress Report) in Grade 11 and Grade 12 Old Basic Education Curriculum Graduates 1. Report Card (Form 138) ALS (Alternative Learning System) Passers 1. ALS Accreditation and Equivalency (A&E) Assessment and Certification Transferees 1. Transcript of Record or Certification of Grades 2. Honorable Dismissal 2nd Courser applicants 1. Transcript of Record or Certification of Grades 2. Proof of Payment of Testing Fee (e.g. official receipt) For Laboratory High School applicants: 1. Duly accomplished Application Form D 2. One (1) copy of 1.5x1.5 colored ID picture, taken within the last 6 months, with a white background; with full and handwritten name tag and signature over printed name (Last Name, First Name, MI)	Generated via BISCAST Information System Portal https://biscast.edu.ph/biscast-portal/ Client School last attended School last attended School last attended if the A&E passer completed ALS under a school or an SBM School for ALS) or the Community Learning Center's name, if the A&E passer completed ALS under a CLC School last attended School last attended BISCAST Cashiers Office Generated via BISCAST Information System Portal https://biscast.edu.ph/biscast-portal/ Client
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<i>Note: JPEG format with a file size of 250 KB or less</i>		School last attended BISCAST Cashiers Office			
3. Report Card in Grade 6 (School Form 9 Progress Report)					
4. Proof of Payment of Testing Fee (i.e. official receipt)					
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Generate the application form for admission	1. BISCAST Information System Portal https://biscast.edu.ph/biscast-portal/	None	2 minutes	Client	
2. Log in to the Student Information and Accounting System (SIAS) via https://icloudph.com/biscast/sias/ and upload all required documents in their respective format.	2. The BISCAST Admission and Testing Center provides the link for the online application for admission.	None	2 minutes	Client	
	2.1 Evaluate the validity and authenticity of the submitted documents.	None	3 minutes	Admission staff	
3. Check the Student Information and Accounting System (SIAS) for application status if approved, disapproved, or pending action.	3. The Admission and Testing Center approves complete and correct applications for admission to take admission tests on their preferred schedule. Otherwise, disapprove.	None	48 hours	Admission staff Client	
END OF TRANSACTION	TOTAL:	Php 160.00 - LHS Php 60.00 – 2 nd courser	24 hours and 7 minutes		



CENTER FOR GUIDANCE AND MENTAL HEALTH SERVICES

Internal Services



2. COUNSELING SERVICE FOR WALK-IN AND REFERRAL REQUESTS

This shows the end-to-end process for the counseling services of the Center for Guidance and Mental Health from submission of the required documents to the conduct of counseling/consultation sessions.

Office or Division:	Center for Guidance and Mental Health Services			
Classification:	Highly technical			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	a. BISCASST Students b. Teaching Personnel c. Non-teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FOR WALK-IN: 1. Student or Employee Identification Card 2. Information Sheet for Counseling 3. Counseling Informed Consent Form BY REFERRAL REQUEST: 1. Student or Employee Identification Card 2. Information Sheet for Counseling 3. Counseling Informed Consent Form 4. Referral Form		Client Center for Guidance and Mental Health Client Center for Guidance and Mental Health		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for counseling services by submitting the required documents.	1. Evaluate the veracity and completeness of the documents submitted.	None	10 minutes	Guidance Secretary
2. Confirm availability on the scheduled date.	2. Schedule counseling for confirmation by the client. 2.1 Guidance Counselor determines the urgency of the request. For urgent cases, the	None	20 minutes	Guidance Secretary Guidance Counselor



	counselor shall send a within-the-day schedule for confirmation by the client. 2.2 In case of counseling by referral, if the schedule is not confirmed by the referred client, communication for rescheduling to the referring party shall be sent. 2.3 If the schedule is not confirmed for the 2nd time by the referred client, send a final communication cc: Referring Party or Dean of the student or Immediate Head of the employee.			Guidance Counselor Guidance Counselor
3. Fill out the Counseling Informed Consent Form	3. Conduct counseling/consultation processes	None	60 minutes	Guidance Counselor
4. Attend the scheduled counseling/consultation session	4. Issue a Return Slip (if by referral) after the counseling session			
END OF TRANSACTION	TOTAL:	None	1 hour and 30 minutes	



COLLEGES

External and Internal Services



1. REQUEST FOR ACADEMIC (STUDENT) FORMS

Forms that are needed by the students are provided by the college.

Office or Division:	College Architecture and Design College of Arts and Sciences College of Education College of Engineering College of Trades and Technology			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Student or Student's Authorize Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School Identification Card		Client		
For transactions with authorized representative:		Client		
1. Authorization Letter		Client		
2. Photocopy of the school identification card of the students and valid identification card of the representative		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid school Identification (ID) Card or present the authorization letter and photocopy of identification cards.	1. Validate the identity of the student or representative.	None	1 minute	College Secretary
2. File a request.	2. Release the requested form and advise the client on the next step.	None	4 minutes	College Secretary
END OF TRANSACTION	TOTAL:	None	5 minutes	



2. REQUEST FOR FACULTY RELATED FORMS

Forms that are needed by faculty in carrying out their tasks and other reportorial requirements.

Office or Division:	College Architecture and Design College of Arts and Sciences College of Education College of Engineering College of Trades and Technology			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Faculty or Authorize Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Employee's Identification Card		Client		
For transactions with authorized representative:				
1. Authorization Letter		Client		
2. Photocopy of the employee's identification card and valid identification card of the authorized representative.		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present employee's Identification (ID) Card or present the authorization letter and photocopy of identification cards.	1. Validate the identity of the employee or representative.	None	1 minute	College Secretary
2. File a request.	2. Release the requested form and advise the client on the next step.	None	4 minutes	College Secretary
END OF TRANSACTION	TOTAL:	None	5 minutes	



3. REQUESTS FOR FACULTY OR STUDENT CLEARANCE

Forms that are needed by faculty in carrying out their tasks and other reportorial requirements.

Office or Division:	College Architecture and Design College of Arts and Sciences College of Education College of Engineering College of Trades and Technology			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who May Avail:	Student, Faculty, or their Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student/Employee's Identification Card		Client		
For transactions with authorized representatives:				
1. Authorization Letter		Client		
2. Photocopy of the student/employee's identification card and valid identification card of the representative		Client		
3. Duly accomplished faculty/student clearance form.		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished clearance form.	1. Receive the clearance form and check individual record.	None	60 minutes	College Secretary
	1.1 Sign the clearance of the complied student/faculty	None	5 minutes	College Dean
	1.2 Release the clearance.	None	1 minute	College Secretary
2. Receive signed clearance.	2. Ask the client to sign in the logbook.			
END OF TRANSACTION	TOTAL:	None	1 hour and 7 minutes	



STUDENT DEVELOPMENT SERVICES OFFICE

Internal Services



1. REQUESTING FOR OFF-CAMPUS ACTIVITIES

Students and recognized organizations may request to hold off-campus activities by securing a permit and complying with the requirements checklist.

Office or Division:	Student Development Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Students Student Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Activity Proposal with cover letter or letter of invitation		Client		
2. Pre-Compliance Approval Sheet		Student Development Services Office		
2. Certificate of Compliance		Student Development Services Office		
3. Duly Notarized Parents Permit		Student Development Services Office		
4. Medical Certificate		Medical Office		
5. Pre-Departure Orientation Meeting		Client		
5. Off campus Activity Checklist		Student Development Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Activity Proposal with the cover letter or letter of invitation and Pre-Compliance Approval Sheet	1. Receive the Activity Proposal with cover letter or letter of invitation and Pre-Compliance Approval Sheet	None	1 minute	Student Affairs Moderator (SAM)/ Student Development Services Staff
	1.1 Evaluate the completeness of submitted documents		5 minutes	Student Affairs Moderator (SAM)/ Student



	1.2 Verify and Sign the Certification		3 minutes	Development Services Staff Administrative Officer V / HRMO III
2. Received the Certificate of Compliance, Parents permit, and Off-campus Activity Checklist)	2. Issue the Certificate of Compliance, Parents permit, and Off-campus Activity Checklist and endorse the request to the office of the Vice President for Academic Affairs	None	1 minute	Director, Student Development Services
	2.1 Recommend approval of the Activity Proposal and Pre-Compliance Approval Sheet	None	10 minutes	Vice President for Academic Affairs
	2.2 Approve the Activity Proposal and Pre-Compliance Approval Sheet	None	10 minutes	College President
3. Receive email/text messages informing the approval of the activity proposal and pre-compliance.	3. Inform the client that the Activity Proposal and Pre-Compliance Approval	None	1 minute	Student Affairs Moderator (SAM)/ Student Development Services Staff



	Sheet was approved			
4. Fill out and submit the Certificate of Compliance, Duly Notarized Parents Permit, Medical Certificate, Pre-Departure Orientation Meeting, and Off-campus Activity Checklist)	4. Receive and check the fully signed Certificate of Compliance and other submitted documents.	None	10 minutes	Student Affairs Moderator (SAM)/ Student Development Services Staff
	4.1 Prepare the endorsement letter and forward the fully signed Certificate of Compliance with complete attachments of submitted documents to the Office of the Vice President	None	10 minutes	Student Affairs Moderator (SAM)/ Student Development Services Staff
	4.2 Recommend for the approval of Certificate of Compliance and forward to the Office of the President for approval	None	10 minutes	Vice President for Academic Affairs
	4.3 Approve the Endorsement letter and Certificate of Compliance	None	10 minutes	College President



5. Receive the Travel Order and approved Certificate of Compliance	5. Issue a Travel Order and Release the approved Certificate of Compliance	None	1 hour	College President / Executive Clerk
6. Fill out the Customer Satisfaction Survey	6. Provide the Customer Satisfaction Survey	None	5 minutes	Student Development Services Staff
END OF TRANSACTION	TOTAL:	None	2 hours and 11 minutes	



2. APPLICATION FOR NON-ACADEMIC INSTITUTIONAL MERIT SCHOLARSHIP

As part of its mandate, the College provides institutional merit scholarships to qualified students. Stated below are the procedures on how to avail of the said scholarship from application to receipt of the scholarship grant.

Office or Division:	Student Development Services Office
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Application for Institutional Merit Scholarship Form	Student Development Services Office
2. General Weighted Average (GWA)/Report of Grade	Student Registration and Records Office
3. Certificate of Registration and Assessment	Accounting Office
4. Endorsement Letter	Coordinator/ Coach
5. Certificate of Good Moral	Guidance Office
6. Duly assigned statement by an applicant attesting to the fact that he/she is not a grantee of any other scholarship offered by the College	Client
7. Medical Certificate	
8. Duly Certified copy of the Oath of Office (for elected SSC Officials only)	Medical Office
9. Certification issued by the SSC secretary and attested by the SSC president and SSC adviser as to compliance with the required attendance (in case of renewal) (for elected SSC Officials only)	Client
10. Certification issued by the Chairman of the Student General Elections that the prospective grantee is one of those duly elected (for elected SSC Officials only)	Supreme Student Council Office



		BISCAST Commission on Student Elections		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the Application for Institutional Merit Scholarship Form	1. Issue Application for Institutional Merit Scholarship Form	None	1 minute	Scholarship Coordinator/ Student Development Services Staff
2. Fill out and submit the Application Form and other requirements	2. Receive the duly filled-out Application Form along with other requirements from the client	None	2 minutes	Scholarship Coordinator/ Student Development Services Staff
	2.2 Check the duly filled-out Application Form and the other requirements as to veracity and completeness	None	4 minutes	Scholarship Coordinator/ Student Development Services Staff
	2.3 Prepare the List of Qualified Applicants for recommendation to the Scholarship Evaluation Committee.	None	2 days	Scholarship Coordinator
	2.4 Evaluate the performance of the applicants	None	13 days	Scholarship Evaluation Committee
	2.5 Prepare the List of Scholars	None	2 days	Scholarship Coordinator



3. Receive confirmation email as to the results of the application for Institutional Merit Scholarship	3. Inform the applicants as to the status of their application	None	1 day	Scholarship Coordinator/ Student Development Services Staff
4. Fill out the Customer Satisfaction Survey	4. Provide the Customer Satisfaction Survey	None	5 minutes	Student Development Services Staff
END OF TRANSACTION	TOTAL:	None	18 days and 12 minutes	



3. REQUEST FOR UNIFORM EXEMPTION

Provided below are the procedures on how to avail of uniform exemption for students from submission of the request for exemption to approval/disapproval of such request.

Office or Division:	Student Development Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter addressed to Student Development Services Director		Client		
2. Accomplished Request for Exemption of Wearing School Uniform		Student Development Services Office		
3. Medical Certificate (<i>if pregnant</i>)		Client / Medical Health and Services Unit		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Request for Exemption of Wearing School Uniform	1. Issue a Request for Exemption of Wearing School Uniform to the client.	None	2 minutes	Student Development Services Staff
2. Submit the accomplished Request for Exemption of Wearing School Uniform, Request Letter, and Medical Certificate (for pregnant)	2. Receive accomplished Request for Exemption of Wearing School Uniform, Request Letter, Medical Certificate (for pregnant)	None	1 minute	Student Development Services Staff
	2.1 Evaluate the duly filled-out Request for Exemption of Wearing School Uniform and its attachments.	None	2 minutes	Student Development Services Staff



	2.2 Approve the request.	None	2 minutes	Director, Student Development Services
3. Receive the approved Request for Exemption of Wearing School Uniform	3. Release the approved Request and return the submitted documents to the client.	None	1 minute	Student Development Services Staff
4. Fill out the Customer Satisfaction Survey	4. Provide the Customer Satisfaction Survey	None	5 minutes	Student Development Services Staff
END OF TRANSACTION	TOTAL:	None	13 minutes	



4. POSTING OF ADVERTISEMENTS AND ANNOUNCEMENTS

A student who wishes to post any form of advertisement or announcement may request permission for its posting at the Student Development Services (SDS) Office.

Office or Division:	Student Development Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Students / Campus Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form (Permission to Post)		Student Development Services Office		
2. Poster/s		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a Request Form (Permission to Post)	1. Issue a Request for Permission to Post to the client	None	2 minutes	Student Development Services Staff
2. Submit the duly filled-out Request Form (Permission to Post) and Poster/s.	2. Receive the duly filled-out Request Form (Permission to Post) and Poster/s	None	1 minute	Student Development Services Staff
	2.1 Approve the Request Form (Permission to Post)	None	2 minutes	Director, Student Development Services
	2.2 Stamp and sign the Poster/s.	None	3 minutes	Director, Student Development Services



3. Receive the stamped and signed Poster/s.	3. Release the stamped and signed Poster/s to the client.	None	1 minute	Student Development Services Staff
4. Fill out the Customer Satisfaction Survey	4. Provide the Customer Satisfaction Survey	None	5 minutes	Student Development Services Staff
END OF TRANSACTION	TOTAL:	None	14 minutes	



5. APPLICATION FOR RECOGNITION/ACCREDITATION OF STUDENT ORGANIZATIONS

Student organizations may apply for recognition/accreditation to legitimately avail of the services and support of the College.

Office or Division:	Student Development Services (SDS) Office (Student Affairs Office)		
Classification:	Complex		
Type of Transaction:	G2C – Government to Citizen		
Who May Avail:	Students and Student Organizations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Student Organization Application Form for Recognition/Accreditation		Student Development Services Office	
2. Statement of Organizational Vision and Mission		Client	
3. Constitution and By-Laws		Client	
4. Advocacy Program		Client	
5. Proof of Affiliation with Mother Organization		Client	
6. Audited Financial Report		Client	
7. Calendar of Activities		Client	
8. Official List of Officers and Members		Client	
9. Organizational Structure		Client	
10. List and Profile of the Organization's Officer		Client	
11. Adviser's Acceptance Form		Client	
12. Summary of Accomplishments		Client	
13. Minutes of Regular Meetings		Client	
14. Certification from Guidance Office (for New Student Organization)		Guidance Office	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Student Organization Application Form for Recognition/Accreditation.	1. Issue a Student Organization Application Form for Recognition/Accreditation to the client.	None	3 days	Student Affairs Moderator
2. Submit the duly filled-out Student Organization Application Form for Recognition/Accreditation and its supporting documents.	2. Receive the duly filled-out Student Organization Application Form for Recognition/Accreditation and its supporting documents	None	1 minute	Student Affairs Moderator
	2.1 Check the completeness of the submitted application form and other supporting documents	None	5 days	Student Affairs Moderator
	2.2 Endorses the submitted documents and prepare the list of Recognized/Accredited Student Organizations to the SDS Director	None	1 day	Student Affairs Moderator
3. Receive confirmation email as to the results of the application for	3. Inform the applicants as to the status of their application	None	10 minutes	Student Affairs Moderator



Institutional Merit Scholarship				
4. Attend the awarding ceremony and receive the Certificate of Recognition/Accreditation.	4. Award the Certificate of Recognition/Accreditation.	None	1day	Director, Student Development Services
5. Fill out the Customer Satisfaction Survey	5. Provide the Customer Satisfaction Survey	None	5 minutes	Student Development Services Staff
END OF TRANSACTION	TOTAL:	NONE	10 days and 16 minutes	



6. STUDENT ASSISTANT APPLICATION PROCESS AND REQUIREMENTS

Student Assistantship is available to students who are willing to work for a maximum of 4 hours a day or 20 hours a week. The head of office/units should submit a request to the College President for student assistants to temporarily supplement their workforce. Assignment of student assistants to offices is subject to the availability of applicants and budget.

Office or Division:	Student Development Services (SDS) Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Registration (CoR)		Accounting office		
2. Resume		Client		
3. Photocopy of Student Identification (ID)		Client		
4. Application Letter/ Letter of Intent		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a Certificate of Registration (CoR), Resume, Photocopy of ID, and Application Letter or Letter of Intent.	1. Received the submitted requirements of the client.	None	1 minute	Client
	1.1 Upon receiving the application, the Student Development Services Office will conduct a thorough review of each applicant's submitted materials. This review includes an evaluation of the student's	None	1 day	Student Development Services Staff



	academic standing, number of units (preferably under 25 units), work experience (if applicable), and alignment with the office or department's needs.			
2. Qualified applicants will be invited to participate in an interview	2. Following the review of applications and interviews, the Student Development Services Office will select the most suitable Student Assistants 2.1 Selected Student Assistants will be notified of their acceptance into the program. Those not selected will also be informed of the decision.	None	5 minutes 1 day	Client Student Development Services Staff
3. Upon receiving an acceptance offer, the selected student assistants must confirm their participation by signing the given contract to acknowledge their acceptance and commitment to the responsibilities associated with the program.	3. Orient Newly Appointed Student Assistants 3.1 Deployment of Student Assistants to assigned offices		2 minutes 10 minutes	Client Student Development Services Staff



4. Fill out the Customer Satisfaction Survey	4. Provide the Customer Satisfaction Survey	None	5 minutes	Student Development Services Staff
END OF TRANSACTION	TOTAL:	None	2 days and 30 minutes	



7. REQUESTING FOR IN-CAMPUS ACTIVITIES

Students and recognized/accredited organizations may request to hold in-campus activities by complying with the checklist of requirements.

Office or Division:	Student Development Services (SDS) Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Students/ Campus Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request to Conduct In-Campus Activity 2. Activity Proposal with Cover Letter 3. Facility/Equipment Use Permit Form		Student Development Services Office Client BISCAS Portal		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a Request to Conduct in Campus Activity	1. Issue a Request to Conduct in Campus Activity	None	2 minutes	Student Affairs Moderator/ Student Development Services Staff
2. Submit the duly filled-out Request to Conduct in campus Activity and Activity Proposal with a Cover Letter	2. Receive the duly filled-out Request to Conduct In-Campus Activity and Activity Proposal with a Cover Letter	None	1 minute	Student Affairs Moderator
	2.1 Evaluate the proposal as to compliance with the requirements and/or	None	3 minutes	Student Affairs Moderator



	completeness of the documents.			
	2.2 Endorses and forwards the request to the office of the Vice President for Academic Affairs for approval.	None	5 minutes	Director, Student Development Services
	2.3 Approves or disapproves the proposal and transmits the proposal to the SDS.	None	10 minutes	Vice President for Academic Affairs
3. Receive the Request to Conduct in Campus Activity and Activity Proposal with Cover Letter	3. Notifies the proponent of the status of the proposal. Advises approval for the use of facilities, if necessary (Refer to BISCAS-WI-ADM-03). 3.1 Return the documents to the requesting party.	None	2 minutes	Student Affairs Moderator
4. Fill out the Customer Satisfaction Survey	4. Provide the Customer Satisfaction Survey	None	5 minutes	Student Development Services Staff
END OF TRANSACTION	TOTAL:	None	28 minutes	



LEARNING RESOURCE DEVELOPMENT OFFICE

External and Internal Services



1. AVAILMENT OF LIBRARY RESOURCES

BISCAST library collections include books, academic researches, serials, audio-visual materials and electronic resources. Online Public Access Catalog is an index to collections found in the different sections that are arranged sequentially with Library of Congress System.

Library materials for circulation can be checked out by to all students, faculty, and employees of the college while serials and non-circulation collection can only be used in the designated area of the library. Other rules and regulation in the availment of library sources are stated in the library manual.

Office or Division:	Learning Resource Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Students, Employees, Alumni, Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Validated Student/ Employee Identification Card		Client		
2. Alumni ID		Client		
Outside researchers				
1. School ID		Client		
2. Referral Letter		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Borrowing				
1. Present library materials for check-out together with the valid Identification (ID) Card	1. Validate the identity of the client	None	1 minute	Circulation- in-Charge
	1.1 Process check-out of the library materials by entering the barcodes and Identification (ID) Card in the system.	None	2 minutes	Circulation- in-Charge
	1.2 Generate original and duplicate copy of receipt. Ask the client to sign the receipt.	None	1 minute	Circulation- in-Charge



2. Affix signature on the receipt.	2. Turn-over the library material for check-out in good condition and file the duplicate copy of receipt.	None	1 minute	Circulation- in-Charge
3. Receive the library material/s and the original receipt.		None	1 minute	Client
END OF TRANSACTION	TOTAL	None	6 minutes	
Returning				
1. Present library materials for return together with the required valid Identification (ID)Card	1. Receive books for return and check if library materials are in good condition.	None	1 minute	Circulation- in-Charge
	1.1 Process check-in of library materials for by entering barcodes of books and Identification (ID) Card.	None	2 minutes	Circulation- in-Charge
	1.2 Generate original and duplicate copy of the return slip.	None	1 minute	Circulation- in-Charge
2. Affix signature on the return slip	2. Attach duplicate copy of return slip to the filed checked-out duplicate receipt.	None	1 minute	Circulation- in-Charge
3. Receive the original return slip.		None	1 minute	Client
END OF TRANSACTION	TOTAL:	None	6 minutes	



2. BARCODING AND VALIDATION OF SCHOOL IDENTIFICATION CARD FOR LIBRARY USE

Barcoding and validation of School Identification Cards are made available to students and employees of this institution for the availment and access to the library resources.

Office or Division:	Learning Resource Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Student and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. School/Employee Identification Card		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit valid school Identification (ID)Card	1. Validate the identity of the student or employee of this institution	None	1 minute	Circulation-in-Charge
2. Fill-out barcoding and validation logbook with date, time, printed name, course and address <i>(if student)</i> department <i>(if employee)</i>	2. Record validation in the electronic file. 2.1 Generate barcode and paste in the school Identification (ID)Card 2.2 Return to client a barcoded and validated school Identification (ID)Card.	None	8 minutes	Circulation-in-Charge
3. Record time and affix signature in the logbook upon receipt of school Identification (ID) Card.		None	1 minute	Client
END OF TRANSACTION	TOTAL:	None	10 minutes	



3. ISSUANCE OF A REFERRAL LETTER TO OTHER LIBRARIES

Librarian issued referral letter to students and employees of this institution for the availment of services and access resources of other libraries.

Office or Division:	Learning Resource Development Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	Student and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Validated School/ Employee Identification Card		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid school Identification (ID)Card	1. Validate the identity of the student or employee.	None	1 minute	Reference/ Information In-Charge
2. Fill-out referral letter request logbook with date, time, printed name, course, purpose or topic for research, and where to conduct research	2. Process the request by encoding the provided client's information in the pro forma referral letter.	None	6 minutes	Reference/ Information In-Charge
	2.1 Stamp Head Librarian's signature		1 minute	Head Librarian
	2.2 Release requested document to client.		1 minute	Reference/ Information In-Charge
3. Record time and affix signature in the logbook upon receipt of the referral letter.		None	1 minute	Client
END OF TRANSACTION	TOTAL:	None	10 minutes	



STUDENT REGISTRATION AND RECORDS OFFICE

External and Internal Services



1. ISSUANCE OF TRANSCRIPT OF RECORDS (TOR)

Transcripts of Records (TOR) are issued to students and alumni of the College who are applying for further education, seeking employment, taking the board examinations, and/or going through an immigration process.

Office or Division:	Student Registration and Records Office			
Classification:	Complex or Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Students and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. One (1) pc picture with white background (2"x2") 2. Two (2) pcs Documentary Stamp or Official Receipt of Doc. Stamp payment 3. Student's Clearance (<i>If needed</i>) 4. Official Receipt of Payment For transactions with authorized representatives: 5. Authorization letter 6. Photocopy of valid Identification Cards with signature of the applicant and authorized representative		Client		
		BIR Collection and Disbursement Office Home College Collection and Disbursement Office Client Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>Online Request</u> 1. Fill out the Transaction Slip Form (in Google Form) indicating the request for the Transcript of Records (TOR) and upload softcopies of the filled-out Transaction Slip, 2"x 2" picture, and Student's Clearance, if needed.	<u>Online Request</u> 1. Receives and checks the authenticity and completeness of the requirements uploaded by the client. 1.1 Verifies the records. 1.2 Informs the client via email of the requirement(s), to be submitted if there are any, and the fees to be paid.	None	30 minutes	SRRO Clerk



<u>Onsite Request</u> 1. Fill out the Transaction Slip Form indicating the request for the Transcript of Records (TOR) and present the needed requirements.	<u>Onsite Request</u> 1. Receives and checks the authenticity of requirements and the completeness of information written in the Transaction Slip. 1.1 Verifies the records.			
2. Obtains an Order of Payment.	2. Issues an Order of Payment to the client.	None	5 minutes	SRRO Clerk
3. Pays the amount indicated on the Order of Payment at the Collection and Disbursement Office. 4. Secures the Official Receipt.	3. Receives payment from the client. 4. Issue an Official Receipt to the client.	Undergraduate Students: P30.00 per page Graduate Students: P50.00 per page P30.00 for 2 Documentary Stamps (DS)		Cash Collecting Officer
5. Submits the Official Receipt and the original copy of requirements.	5. Receives the Official Receipt and the original copy of requirements from the client. 5.1 Issues Claim Stub indicating the tentative date of release of the requested TOR. 5.2 Records the transaction in	None	5 minutes	SRRO Clerk



	the logbook.			
	5.3 Prepares the requested Transcript of Records. 5.4 Check the accuracy of entries and sign every page of the TOR. 5.5 Dry seals the TOR.	None	7 working days or 20 days for highly technical transactions (processing time may vary depending on the year of graduation or peak season)	SRRO Clerk Registrar III SRRO Clerk
6. Presents the Claim stub. 7. Sign the logbook. 8. Claims the TOR.	6. Receives the Claim Stub. 7. Ask the client to sign the logbook. 8. Releases the TOR to the client.	None	5 minutes	SRRO Clerk
END OF TRANSACTION	TOTAL:	Php 30.00/ 50.00 per page for TOR P30.00 for 2 DS	7 days and 45 minutes or 20 days	



2. ISSUANCE OF CERTIFICATIONS

Certifications are issued to students and alumni of the College who seek employment, career advancement, take the board examinations, further education, and for personal record keeping.

Office or Division:	Student Registration and Records Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Students and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Two (2) pcs. Documentary Stamps or Documentary Stamps payment 2. Student's Clearance <i>(If needed)</i> 3. Official Receipt For transactions with authorized representatives: 4. Authorization letter 5. Photocopy of valid Identification Cards with signature of applicant and authorized representative		BIR Collection and Disbursement Office Home College Collection and Disbursement Office Client Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>Online Request</u> 1. Fill out the Transaction Slip Form (in Google Form) indicating the request for Certifications.	<u>Online Request</u> 1. Receives and checks the authenticity and completeness of the requirements uploaded by the client. 1.1 Verifies the records. 1.2 Informs the client via email the requirement(s), to be submitted if there is any,	None	30 minutes	SRRO Clerk



<u>Onsite Request</u> 1. Fill out the Transaction Slip Form indicating the request for Certifications.	and the fees to be paid. <u>Onsite Request</u> 1. Receives and checks the authenticity of requirements and completeness of information written in the Transaction Slip. 1.1 Verifies the records.			
2. Obtains an Order of Payment.	2. Issues an Order of Payment to the client.	None	5 minutes	SRRO Clerk
3. Pays the amount indicated on the Order of Payment at the Collection and Disbursement Office. 4. Secures the Official Receipt.	3. Receives payment from the client. 4. Issue an Official Receipt to the client.	Undergraduate Students: P25.00 per page Graduate Students: P50.00 per page P30.00 for 2 Documentary Stamps (DS)		Cash Collecting Officer
5. Submits the Official Receipt and the original copy of requirements.	5. Receives the Official Receipt and the original copy of requirements from the client. 5.1 Issues Claim Stub indicating the tentative	None	5 minutes	SRRO Clerk



	date of release of the requested certification. 5.2 Records the transaction in the logbook.			
	5.3 Prepares the requested Certification. 5.4 Check the accuracy of entries and sign every page of the Certification. 5.5 Dry seals the Certification.	None	3 working days	SRRO Clerk Registrar III SRRO Clerk
6. Presents the Claim stub. 7. Sign the logbook. 8. Claims the requested Certification.	6. Receives the Claim Stub. 7. Ask the client to sign the logbook. 8. Releases the Certification to the client.	None	5 minutes	SRRO Clerk
END OF TRANSACTION	TOTAL:	Php 25.00/50.00 per page for Certification P30.00 for 2 DS	3 working days and 45 minutes	



3. CERTIFICATION, AUTHENTICATION, AND VERIFICATION (CAV)

Certified, authenticated, and verified (CAV) academic records are issued to students and alumni of the College who seek employment and/or migrate abroad and for record and reference purposes.

Office or Division:	Student Registration and Records Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to citizen			
Who May Avail:	Students and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original and photocopy of Transcript of Records (TOR), and Diploma		Client		
2. Brown Envelope		Client		
3. Two (2) pcs. Documentary Stamps or Documentary Stamps payment		BIR Collection and Disbursement Office		
4. Official Receipt		Collection and Disbursement Office		
5. CHED Certification (for Qatar employment only)		CHED Regional Office		
For transactions with authorized representatives:				
6. Authorization letter		Client		
7. Photocopy of valid Identification Cards with signature of applicant and authorized representative		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>Onsite Request</u>				
1. Fill out the Transaction Slip Form indicating the request for Certification, Authentication, and Verification (CAV) of academic records and present the requirements needed.	1. Receives and checks the authenticity of requirements and completeness of information written in the Transaction Slip. 1.1 Verify the records.	None	30 minutes	SRRO Clerk



2. Obtains an Order of Payment.	2. Issues an Order of Payment to the client.	None	5 minutes	SRRO Clerk
3. Pays the amount indicated on the Order of Payment at the Collection and Disbursement Office.	3. Receives payment from the client.	P40.00 for CAV		Cash Collecting Officer
4. Secures the Official Receipt.	4. Issue an Official Receipt to the client.	P30.00 for 2 document ary Stamps (DS)		
5. Submits the Official Receipt and the original copy of requirements.	5. Receives the Official Receipt and the original copy of requirements from the client. 5.1 Issues Claim Stub indicating the tentative date of release of the requested CAV. 5.2 Records the transaction in the logbook.	None	5 minutes	SRRO Clerk
<u>For Qatar Employment only:</u> 6. Receives the Endorsement Letter.	3. Prepares Endorsement Letter to CHED Regional Office. 4. Signs the Endorsement Letter and authenticates the academic records by signing every page thereof.	None	30 minutes	SRRO Clerk Registrar III



7. Presents the Endorsement Letter along with the authenticated copies of the Transcript of Records and diploma to the CHED Regional Office to request the CHED Certification.	5. Issues Endorsement Letter and the authenticated copies of academic records to the Client.			SRRO Clerk
	6. Prepares CHED Certification			CHED ROV
	7. Receive the CHED Certificate and the authenticated copies of academic credentials.			SRRO Clerk
8. Submits the CHED Certificate along with the authenticated copies of academic credentials.	8. Prepares the requested CAV of academic records and the Master List of CAV Applicants. 8.1 Check the accuracy of entries and sign the CAV. 8.2 Dry seals the CAV.	None	3 working days	SRRO Clerk Registrar III SRRO Clerk
9. Presents the Claim stub. 10. Sign the logbook. 11. Claims the CAV.	9. Receives the Claim Stub. 10. Ask the client to sign the logbook. 11. Releases the sealed CAV	None	30 minutes	SRRO Clerk / Registrar III



	with the Master List of CAV Applicant(s) to the client.			
END OF TRANSACTION	TOTAL:	Php 40.00 P30.00 for 2 DS	3 working days & 1 hour (For Qatar Employment) 40 minutes (For Local Employment)	



4. ISSUANCE OF RECONSTRUCTED DIPLOMAS

Reconstructed diplomas are issued to students and alumni of the College whose diplomas were lost beyond recovery or were significantly damaged.

Office or Division:	Student Registration and Records Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Students and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Affidavit of Loss or the damaged/mutilated original copy of the Diploma 2. Official Receipt For transactions with authorized representatives: 3. Authorization letter 4. Photocopy of valid Identification Cards with signature of applicant and authorized representative		Client Collection and Disbursement Office Client Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>Online Request</u> 1. Fill out the Transaction Slip Form (in Google Form) indicating the request for a reconstructed Diploma and upload softcopies of the filled-out Transaction Slip, Affidavit of Loss, and the Student's Clearance, if needed.	<u>Online Request</u> 1. Receives and checks the authenticity and completeness of the requirements uploaded by the client. 1.1 Verify the records. 1.2 Informs via email to submit the original copy of the requirements and the fees to be paid.	None	30 minutes	SRRO Clerk



Onsite Request 1. Fill out the Transaction Slip Form indicating the request for a reconstructed Diploma and present the filled-out Transaction Slip and the requirements needed.	Onsite Request 1. Receives and checks the authenticity of requirements and the completeness of information written in the Transaction Slip. 1.1 Verifies the records.			
	2. Issues Order of Payment to the client.	None	5 minutes	SRRO Clerk
3. Pays the amount indicated on the Order of Payment at the Collection and Disbursement Office.	3. Receives payment from the client.	P50.00		Cash Collecting Officer
4. Secures the Official Receipt.	4. Issue an Official Receipt to the client.			
5. Submits the Official Receipt and the original copy of requirements.	5. Receives the Official Receipt and the requirements from the client.	None	5 minutes	SRRO Clerk
	5.1 Records the transaction in the logbook. 5.2 Prepare the requested reconstructed Diploma. 5.3 Double-check the accuracy of entries and signs of the Reconstructed	None	3 working days	SRRO Clerk Registrar III



	Diploma. 5.4 Dry seals the reconstructed diploma.			SRRO Clerk
6. Present the Claim stub. 7. Sign the logbook. 8. Claims the Reconstructed Diploma.	6. Receives the Claim Stub. 7. Asks the client to sign the logbook. 8. Release the Reconstructed Diploma to the client.	None	5 minutes	SRRO Clerk
END OF TRANSACTION	TOTAL:	Php 50.00	3 working days and 45 minutes	



5. AUTHENTICATION OF ACADEMIC RECORDS

Authenticated academic records are issued to students and alumni of the College who seek employment, and career advancement, take the board examinations, and for record and reference purposes.

Office or Division:	Student Registration and Records Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Students and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Original and photocopy of academic records for authentication 2. Official Receipt For transactions with authorized representatives: 3. Authorization letter 4. Photocopy of valid Identification Cards with signature of applicant and authorized representative		Client Collection and Disbursement Office Client Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<u>Onsite Request</u> 1. Fill out the Transaction Slip Form indicating the request for authentication of academic records and present the requirements needed.	<u>Onsite Request</u> 1. Receives and checks the authenticity of requirements and completeness of information written in the Transaction Slip. 1.1 Verify the records.	None	30 minutes	SRRO Clerk
2. Obtains an Order of Payment.	2. Issues an Order of Payment to the client.	None	5 minutes	SRRO Clerk
3. Pays the amount indicated on the Order of Payment at the Collection	3. Receives payment from the client.	P10.00 per page		Cash Collecting Officer



and Disbursement Office.				
4. Secures the Official Receipt.	4. Issue an Official Receipt to the client.			
5. Submits the Official Receipt and the original copy of requirements.	5. Receives the Official Receipt and the requirements from the client.	None	5 minutes	SRRO Clerk
	5.1 Issues Claim Stub with a tentative date of release to the client.			
	5.2 Records the transaction in the logbook. 5.3 Authenticates the academic records by stamping "Certified True Copy" on every page. 5.4 Signs every page of the academic credentials.	None	2 working days	SRRO Clerk Registrar III
6. Presents the Claim stub.	6. Receives the Claim Stub.	None	5 minutes	SRRO Clerk
7. Sign the logbook.	7. Asks the client to sign the logbook.			
8. Claims the Authenticated Academic records.	8. Release the Authenticated Academic Records to the client.			
END OF TRANSACTION	TOTAL:	Php 10.00 per page	2 working days and 45 mins	



6. VALIDATION OF STUDENT IDENTIFICATION CARDS (IDS)

Student Identification Cards are validated for current use in the College.

Office or Division:	Student Registration and Records Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student Identification Card		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Relays the request for validation of Student Identification Card (ID).	1. Receive the Student's ID. 1.1 Verifies the records.	None None	20 minutes	SRRO Clerk
2. Obtains an Order of Payment	2. Issue order of payment	P10 per page	5 minutes	SRRO Clerk
3. Queue and pay the amount indicated on the Order of Payment at the Collection and Disbursement Office.	3. Receives payment from the client.			Cash Collecting Officer
3.1 Secures the Official Receipt.	3.1. Issues an Official Receipt to the client.	None	4 minutes	Cash Collecting Officer
4. Presents the Student ID.	4. Validate the Student ID with a validating sticker.	None		SRRO Clerk
5. Claim the validated Student ID.	5. Releases the validated Student ID.		1 minute	SRRO Clerk
END OF TRANSACTION	TOTAL:	P10 per page	30 minutes	



MEDICAL HEALTH SERVICES UNIT

Internal Services



1. MEDICAL SERVICES: CONSULTATION AND TREATMENT

The Medical Services Office provides clients with health problems consultation and medical care as part of the services to all students and employees of the College.

Office or Division:	Medical Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student/Employee Identification Card		Client/Patient		
2. Consultation and Treatment Form		Medical Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-up Visitors Logbook	1. Interview the patient a. Purpose of the visit b. Secure ID 1.1 Check database	None	1 minute	Nurse II
2. Fill-up consultation and treatment Form	2. If NO record is found, issue consultation and treatment form 2.1 Review form for accuracy of data	None	2 minutes	Nurse II
3. Undergo initial assessment	3. Perform initial assessment	None	2 minutes	Nurse II
4. Undergo Medical Consultation	4. Consultation and Treatment a. History Taking b. Prescription c. Referral	None	15 minutes	Medical Officer III
5. Proceed back to the Nurse	5. Record the data in the database	None	3 minutes	Nurse II
6. Sign on the Logbook	6. Discharge of patient	None	1 minute	Nurse II
END OF TRANSACTION	TOTAL:	None	24 minutes	



2. MEDICAL SERVICES: RESPONSE TO EMERGENCY CASES

The Medical Services Office provides emergency response to cases such as **Shock, Respiratory Distress/Failure, Major Burns, Fracture of Long Bone**, and treatment as part of the services to all students and employees of the College.

Office or Division:	Medical Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student/Employee Identification Card 2. Consultation and Treatment Form		Client/Patient Medical Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for emergency assistance	1. Respond to the emergency need. 1.1 Assess patient condition; provide first aid 1.2 Facilitate transport of patient to medical clinic	None	1 minute	Nurse II
2. Significant Other fill-up the Visitors Logbook	2. Check database	None	3 minutes	Nurse II
3. Fill-up consultation and treatment Form	3. If NO record is found, Issue Consultation and Treatment Form 3.1 Review form for accuracy of data given	None	2 minutes	Nurse II
4. Undergo medical treatment.	4. Treatment and Care a. Re-assessment b. Note down findings, and treatment	None	30 minutes	Nurse II Medical Officer III



	order/prescription in the Consultation and Treatment Form c. Observe patient d. Referral (if the need arises)			
	4.1 Carry out doctor's order a. Drug Administration b. Transfer/Order for Discharge 4.2 Documentation a. Respective Logbook b. Incidental Report Logbook (if needed)	None	5 minutes	Nurse II
5. Sign on the Logbook	5. Encode data in the database	None	1 minute	Nurse II
END OF TRANSACTION	TOTAL:	None	42 minutes	



3. MEDICAL SERVICES: ISSUANCE OF MEDICAL CERTIFICATE

The Medical Services Office provides physical examination for first-year entrants, transferees, and returnees as a requirement for enrollment, and for any student who is on travel in compliance with the requirements of the CHED Memorandum Circular No. 63, and as baseline data for students' health conditions.

In addition, certificates are also issued for absences, on-the-job training, scholarships, travels, and in and out of campus activities. All Medical Certificates are valid for one (1) year from the date of issuance.

Office or Division:	Medical Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For New Students and Transferees: 1. Student Identification Card 2. Health Examination Record Form 3. Chest X-Ray Result 4. Anti-HAV Result (only for food-related course) 5. Vaccination Card		Client http://10.24.32.66/biscast-portal/ (BISCAS Information System –Downloadable Form) Diagnostic Laboratory Diagnostic Laboratory Client		
For On-the-Job Trainees: 1. Student Identification Card 2. Chest X-Ray Result 3. Complete Blood Count (CBC) Results 4. Fecalysis Result 5. Urinalysis Result 6. Anti-HAV Result (only for food-related course) 7. Vaccination Card		Client Diagnostic Laboratory Diagnostic Laboratory Diagnostic Laboratory Diagnostic Laboratory Diagnostic Laboratory Client		
For Other Students and Employees: 1. Student/Employee Identification Card 2. Diagnostic/Laboratory Results (if any)		Client Diagnostic Laboratory		
NOTE: Students who fail to complete the Health Examination Record Form within four (4) months after enrollment are advised to secure their Medical Record outside and submit it to the Medical Services Office for validation.				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON



				RESPONSIBLE
1. Fill-up Visitors Logbook	1. Interview the patient. Check: a. List of qualified enrollees b. Database for employees/old students	None	1 minute	Nurse II
2. Submit the required documents	2. Receive documents, check for completeness and accuracy of the form 2.1 Create a record in the database for new entrants and on the logbook	None	3 minutes	Nurse II
3. Undergo initial assessment	3. Conduct initial assessment	None	4 minutes	Nurse II
4. Undergo Physical examination	4. Perform Physical Examination a. History taking b. Prescription c. Referral 4.1 Issues medical certificate	None	6 minutes	Medical Officer III
5. Proceed back to the Nurse	5. Receives patient/health records 5.1 Record the data in the database	None	3 minutes	Nurse II
6. Fill up the Logbook	6. Receives a copy of the issued medical certificate	None	2 minutes	Nurse II
END OF TRANSACTION	TOTAL:	None	19 minutes	



4. MEDICAL SERVICES: TELECONSULTATION

The Medical Services Office provides Teleconsultation for employees and their dependents with health problems/conditions while at home. Provides assessment and treatment as part of the services to employees of the College.

Office or Division:	Medical Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Students and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Employee Identification/Contact Number		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request through the online platform	1. Receive notification of client request for consultation	None	1 minute	Nurse II Medical Officer III
2. Provides patient information	2. Verification and confirmation of patient identity	None	1 minute	Nurse II Medical Officer III
	2.1 Relay/Endorse client health concern to the medical officer	None	2 to 3 minutes	Medical Officer III
3. Undergo Teleconsultation	3. Provide Consultation and Treatment a. Assessment – vital signs b. History taking <i>Note: If PE is critical information needed for the consultation, the online consult should not proceed until a PE can be arranged through a face-to-face consultation</i>	None	10 minutes	Nurse II
4. Receive Electronic Prescription and referral (if any)	4. Issue electronic prescriptions and referrals (if any)	None	3 minutes	Medical Officer III
END OF TRANSACTION	TOTAL:	None	17 to 18 minutes	



DENTAL OFFICE

External and Internal Services



1. DENTAL TREATMENT

Good oral health is important to maintain a healthy mouth, teeth, and gums. For the public to be safe from oral diseases and infections, the dental clinic exists to combat these, and to protect the employees and the students at the school.

Office or Division:	Dental Office			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who May Avail:	Students, employees, and employee's dependent			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student: School ID 2. Employee: Agency ID 3. Referral, if any		Student Registration and Records Office HRMO Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Dental clinic and inform the dental aide of the dental complaint/concern	1. Endorses the client to the Dentist.	None	2 minutes	Dental Aide
2. Undergo Examination	2. Assesses the urgency of treatment of the client	None	3 minutes	Dentist II
3. If urgent, Receives Treatment <i>If non-urgent, fill up the dental scheduler</i>	3.1 Treats the client and performs necessary/appropriate dental services. 3.2 Schedule the client on the available date.	None	5 to 30 minutes	Dentist II
4. Discharge	4. Discharges the client.	None	1 minute	Dentist II
END OF TRANSACTION	TOTAL:	None	11 to 30 minutes	



2. TELE-DENTISTRY

To make dental services accessible to BISCAS students and employees while working at home/ synchronous mode of classes.

Office or Division:	Dental Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Students, employees and employees dependent			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student: School ID 2. Employee: Agency ID 3. Referral, if any		Student Registration and Records Office HRMO Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request through the online platform	1. Receive notification of client request for consultation	None	1 minute	Dentist II
2. Provides patient information	2. Verification and confirmation of patient identity	None	2 minutes	Dentist II
3. Undergo Teleconsultation	3. Provide Consultation and Treatment by examining the taken pictures/videos sent by the patient.	None	5 to 15 minutes	Dentist II
4. Receive Electronic Prescription and referral (if any)	4. Issue electronic prescriptions and referrals (if any)	None	1 minute	Dentist II
END OF TRANSACTION	TOTAL:	None	9 to 19 minutes	



3. ISSUANCE OF DENTAL CERTIFICATE (ORAL ASSESSMENT)

Oral examination is conducted to assess the oral status as baseline data of their oral health condition. Certification is given to certify the recent oral status of an individual.

Office or Division:	Dental Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	First-year students, transferees, OJT, and new employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Photocopy of recent Medical Certificate		BISCAST Medical Health Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Dental Clinic and inform the Dental Aide of their concern	1. Endorse the client to the Dentist	None	1 minute	Dental Aide
2. Undergo Oral Examination	2. Assess the oral condition of the client. 2.1 Gives Dental Certificate for the OJT, referral sheet for the first-year students	None	3 to 5 minutes	Dentist II
3. Discharge	3. Discharges the client.	None	1 minute	Dentist II
END OF TRANSACTION	TOTAL:	None	5 to 7 minutes	



OFFICE OF THE BAND DIRECTOR

External and Internal Services



1. REQUEST FOR BAND SERVICE

This shows the end-to-end process for both internal and external requests for band service from submission of the required documents to approval of the request.

Office or Division:	Office of the Band Director			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government			
Who May Avail:	1. Internal Clients a. BISCASST Students b. Teaching & Non-teaching Personnel c. Employee and Student Organization 2. External Clients a. Any legitimate agency, organization, or entity conducting commercial or non-commercial undertaking for a lawful purpose			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
FOR INTERNAL CLIENTS:				
1. Duly accomplished request for band service form (BISCASST-F-OB01), approved by the College President		Office of the Band Director		
2. Photocopy of the approved letter request		Office of the President		
3. Photocopy of the approved vehicle request form (BISCASST-GSU-09)		General Service Unit		
4. Photocopy of the approved excuse letter for band members		Client		
FOR EXTERNAL CLIENTS:				
1. Duly accomplished request for band service form (BISCASST-F-OB01), approved by the College President		Office of the Band Director		
2. Photocopy of the approved letter request, with the client's express attestation that food, transportation, and honorarium shall be provided to the band members during the band service.		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required documents to the Office of the Band Director	1. Evaluate the completeness of the submitted documents	None	5 minutes	OB0 Staff



2.1 Wait for Approval during the processing time 2.2 Pay the band honorarium, in case of an external client	2.1 Prepare the following: a. Excuse letter for band members b. Compliance with CMO No. 63 (Approved request, Notarized Parents Permit, Medical Certificate, Compliance Certificate, Pre-compliance Certificate, checklist) 1.2 Submit CMO No. 63 compliance to the Office of the Student Services. 1.3 Follow up on the issuance of the travel order 1.4 The Office of the President shall notify the external client of the status of the request.	None (For internal client) Full band: Php 20,000.00 (For external clients)	3 to 4 working days	OBD Staff
END OF TRANSACTION	TOTAL:	Applicable fees may be applied as stated	3 to 4 working days and 5 minutes	



FEEDBACK AND COMPLAINTS MECHANISMS

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback?	▪ Answer the Client Feedback Form and drop it at the designated drop box in front of the Public Assistance/Complaint Desk. ▪ Answer the Online Client Feedback Form accessible via BISCAS Website: www.biscast.edu.ph ▪ Send your feedback through email feedback@biscast.edu.ph ▪ Talk to our Officer of the Day ▪ Contact info: (054) 8812231
How feedback is processed?	Every Friday, the designated Client Assistance Officer or Officer of the Day retrieves all the Customer Feedback Forms from the drop box and online database and records all the feedbacks submitted. Feedback requiring answers are forwarded to the concerned offices and the latter are required to answer/respond within three (3) working days upon receipt of the feedback. The answers of the concerned offices are then relayed to the clients. For inquiries and follow-ups, clients may contact the following telephone number and email: (054) 8812231 or feedback@biscast.edu.ph.
How to file complaints?	Answer the Client Complaint Form and drop at the designated drop box at the Public Assistance/Complaint Desk. ▪ Answer the Online Client Complaint Form accessible via BISCAS Website: www.biscast.edu.ph. ▪ It can also be filed by sending an email to complaints@biscast.edu.ph or by making a phone call. Make sure to provide the following information: a. Name of person being complained b. Incident c. Evidence



	For inquiries and follow-ups, clients may contact the following telephone number: (054) 8812231
How complaints are processed?	The designated Client Assistance Officer retrieves all the Customer Complaint Forms dropped in the Complaints Box, sent via e-mail, and online database every day and verifies the validity of the same. Upon evaluation, the Client Assistance Officer shall start the investigation and forward the complaint to the relevant office for their explanation. The concerned offices conduct analysis/ investigation to identify the root cause of the problem. The concerned offices implement the corrective actions that will address the complaints and prevent recurrence of the same incidence. The Client Assistance Officer follows-up the status of the corrective actions made by the concerned offices and provides feedback/report to the President. The Client Assistance Officer gives feedback to the client. The Client Assistance Officer evaluates the effectiveness of the corrective actions made by the concerned offices. For inquiries and follow-ups, clients may contact the following telephone number or email: (054) 8812231 or complaints@biscast.edu.ph
Contact Information of Presidential Complaints Center (PCC)	Hotline: 8888 Contact No.: (02) 736 8621, 736 8645, 736 8603, 736 8629, 736 8621 Email: pcc@malacanang.gov.ph Web: https://op-proper.gov.ph/presidential-action-center/ Bahay Ugnayan, J.P. Laurel Street Malacañang, Manila
Contact Information of	SMS: 0908-8816585



CSC Contact Center ng Bayan (CCB)	Email: email@contactcenterngbayan.gov.ph Web: www.contactcenterngbayan.gov.ph www.facebook.com/civilservicegovph Contact Center of the Office of the Ombudsman (OMB) Ombudsman Building, Agham Road, North Triangle
Contact Information of BISCAST	Office of the President: Telephone No.: (054) 8812231 Loc. 101 Email Address: president@biscast.edu.ph Postal Address: Bicol State College of Applied Sciences and Technology, Peñafrancia Avenue, Naga City 4400



LIST OF FRONTLINE OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
Office of the President	Peñafrancia Avenue, Naga City 4400	(054) 881-2231 Loc. 101 president@biscast.edu.ph
Office of the Vice President for Academic Affairs (VPAA)	Peñafrancia Avenue, Naga City 4400	(054) 881-2231 Loc. 132 vpaa@biscast.edu.ph
Office of the Vice President for Administration and Finance (VPAF)	Peñafrancia Avenue, Naga City 4400	(054) 881-2231 Loc. 131 vpaf@biscast.edu.ph
Office of the Legal Affairs	Peñafrancia Avenue, Naga City 4400	(054) 881-2231 Loc. 126 legaloffice@biscast.edu.ph
Strategic Communications and Public Relations Office	Peñafrancia Avenue, Naga City 4400	(054) 881-2231 Loc. 136 sfio@biscast.edu.ph
Information Communication Technology (ICT) Office	Peñafrancia Avenue, Naga City 4400	(054) 881-2231 Loc. 150 ict@biscast.edu.ph
Accounting Office	Peñafrancia Avenue, Naga City 4400	(054) 881-2231 Loc. 108 accounting@biscast.edu.ph
Collection and Disbursement Office	Peñafrancia Avenue, Naga City 4400	(054) 881-2231 Loc. 107 cdo@biscast.edu.ph
Human Resource Management Office	Peñafrancia Avenue, Naga City 4400	(054) 881-2231 Loc. 106 hrmo@biscast.edu.ph
Bids and Awards Committee (BAC)	Peñafrancia Avenue, Naga City 4400	(054) 881-2231 Loc. 117 bac@biscast.edu.ph
Records Management Office/Documents Control Office	Peñafrancia Avenue, Naga City 4400	(054) 881-2231 Loc. 121 records@biscast.edu.ph
Supply and Property Management Unit	Peñafrancia Avenue, Naga City 4400	(054) 881-2231 Loc. 137 supply@biscast.edu.ph
General Services Unit	Peñafrancia Avenue, Naga City 4400	(054) 881-2231 gsu@biscast.edu.ph
Auxiliary Services Office	Peñafrancia Avenue, Naga City 4400	(054) 881-2231 auxiliary@biscast.edu.ph
College of Architecture and Design	Peñafrancia Avenue, Naga City 4400	(054) 881-2231 caad@biscast.edu.ph



College of Arts and Sciences	Peñafrancia Avenue, Naga City 4400	(054) 881-2231 Loc. 124 cas@biscast.edu.ph
College of Education	Peñafrancia Avenue, Naga City 4400	(054) 881-2231 Loc. 123 coe@biscast.edu.ph
College of Engineering	Peñafrancia Avenue, Naga City 4400	(054) 881-2231 Loc. 140 ceng@biscast.edu.ph
College of Trades and Technology	Peñafrancia Avenue, Naga City 4400	(054) 881-2231 Loc. 134 ctt@biscast.edu.ph
Students Registration and Records Office	Peñafrancia Avenue, Naga City 4400	(054) 881-2231 Loc. 142 registrar@biscast.edu.ph
Testing and Admission Office	Peñafrancia Avenue, Naga City 4400	(054) 881-2231 Loc. 128 admission@biscast.edu.ph
Center For Guidance And Mental Health Services	Peñafrancia Avenue, Naga City 4400	(054) 881-2231 Loc. 128 guidance@biscast.edu.ph
Medical Services Office	Peñafrancia Avenue, Naga City 4400	(054) 881-2231 Loc. 120 mdclinic@biscast.edu.ph
Dental Office	Peñafrancia Avenue, Naga City 4400	(054) 881-2231 Loc. 119 mdclinic@biscast.edu.ph
Learning Resource and Development Office	Peñafrancia Avenue, Naga City 4400	(054) 881-2231 Loc. 151 library@biscast.edu.ph
Student Development Services (SDS) Office	Peñafrancia Avenue, Naga City 4400	(054) 881-2231 Loc. 144 sds@biscast.edu.ph
Office of the Band Director	Peñafrancia Avenue, Naga City 4400	(054) 881-2231 band@biscast.edu.ph



CLIENT FEEDBACK FORM



Republic of the Philippines
BICOL STATE COLLEGE OF APPLIED SCIENCES AND TECHNOLOGY
City of Naga
Telephone No. (054) 8812231
Website: www.biscast.edu.ph E-mail Address: hrmo@biscast.edu.ph

CLIENT FEEDBACK FORM

Date of Transaction: (mm/dd/yyyy)		Time of Transaction:	
CUSTOMER INFORMATION			
NAME: (Optional)			
ADDRESS:			
EMAIL ADDRESS:		CONTACT NO.:	
GENDER: ☐ Male ☐ Female		AGE:	
CLIENT CLASSIFICATION: ☐ Citizen ☐ Business ☐ Government (Employee or other agency)		MODE OF SERVICE DELIVERY: ☐ Walk-in ☐ Online	
FEEDBACK TO CITIZENS CHARTER (CC) QUESTIONS			
NAME OF SERVICE PROVIDER: (Office/Unit)		SERVICE AVAILED:	
HOW WOULD YOU DESCRIBE THE SERVICE PROVIDED? (Papaano mo iialarawan ang serbisyong iyong natanggap mula sa opisang naglaan nito?) ☐ Compliment (Papuri) ☐ Suggestion (Mungkahi) ☐ Dissatisfaction (Hindi Nasiyahan)			
Please write your feedback in the space provided below.			

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Republic of the Philippines
BICOL STATE COLLEGE OF APPLIED SCIENCES AND TECHNOLOGY
City of Naga
Telephone No. (054) 8812231
Website: www.biscast.edu.ph E-mail Address: hrmo@biscast.edu.ph

HELP US SERVE YOU BETTER!

CITIZENS CHARTER (CC) QUESTIONS	
Check mark (✓) your answer to the Citizen's Charter (CC) questions. The Citizen's Charter is an official document that reflects the services of a government agency/office including its requirements, fees, and processing times among others. (Lagyan ng tsek (✓) ang iyong sagot sa mga sumusunod na katanungan tungkol sa Citizen's Charter (CC). Ito ay isang opisyal na dokumento na naglalaman ng mga serbisyo sa isang ahensya/opisina ng gobyerno, makikita rito ang mga kinakailangan na dokumento, kaukulang bayarin, at pangkabuuang oras ng pagproseso.)	
CC1 Which of the following best describes your awareness of a CC? (Alin sa mga sumusunod ang naglalarawan sa iyong kaalaman sa CC?) ☐ 1. I know what a CC is and I saw this office's CC. (Alam ko ang CC at nakita ko ito sa napuntahang opisina) ☐ 2. I know what a CC is but I did NOT see this office's CC. (Alam ko ang CC pero hindi ko ito nakita sa napuntahang opisina) ☐ 3. I learned of the CC only when I saw this office's CC. (Nalaman ko ang CC nang makita ko ito sa napuntahang opisina) ☐ 4. I do not know what a CC is and I did not see one in this office. (Answer 'N/A' on CC2 and CC3) (Hindi ko alam kung ano ang CC at wala akong nakita sa napuntahang opisina (Lagyan ng tsek ang 'N/A' sa CC2 at CC3 kapag ito ang iyong sagot))	
CC2 If aware of CC (answered 1-3 in CC1), would you say that the CC of this office was ...? (Kung alam ang CC (Nag-tsek sa opsyon 1-3 sa CC1), masasabi mo ba na ang CC nang napuntahang opisina ay...) ☐ 1. Easy to see (Madaling Makita) ☐ 4. Not visible at all (Hindi Makita) ☐ 2. Somewhat easy to see (Medyo madaling Makita) ☐ 5. N/A ☐ 3. Difficult to see (Mahirap Makita)	
CC3 If aware of CC (answered codes 1-3 in CC1), how much did the CC help you in your transaction? (Kung alam ang CC (nag-tsek sa opsyon 1-3 sa CC1), gaano nakatulong ang CC sa transaksyon mo?) ☐ 1. Helped very much (Sobrang nakatulong) ☐ 3. Did not help (Hindi nakatulong) ☐ 2. Somewhat helped (Nakatulong naman) ☐ 4. N/A	

THANK YOU!

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COMPLAINT FORM



Republic of the Philippines
BICOL STATE COLLEGE OF APPLIED SCIENCES AND TECHNOLOGY
City of Naga
Telephone No.

COMPLAINT FORM Complainant's Information

Name: _____ Contact Number: _____
Please select one and answer the appropriate fields.
☐ Student Year & Section: _____ Student No.: _____
☐ Parent/Guardian Name of Child/Ward: _____ Year & Section: _____
☐ Contractor/Supplier Name of Company: _____ Position: _____
☐ Others (Please Specify) _____
 Address: _____

Complaint Details

Complaint Date: _____
Describe in detail and accurately the nature of your complaint.

Describe what actions can be taken in order to deal effectively with your complaint.

Signature over printed name of complainant

*Please drop this completed form in the Complaint Box located at the Information Desk beside the HR Office.

Please do not write below this line.

Recorded by: _____ Date Recorded: _____
Verified by: _____ Date Verified: _____
Corrective Actions: _____

Office/s Involved: _____ Person/s Involved: _____
Corrective Action Follow-Up: _____

Status of Complaint: _____ Date: _____

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Republic of the Philippines
BICOL STATE COLLEGE OF APPLIED SCIENCES AND TECHNOLOGY
City of Naga
Telephone No.

COMPLAINT FORM Complainant's Information

Name: _____ Contact Number: _____
Please select one and answer the appropriate fields.
☐ Student Year & Section: _____ Student No.: _____
☐ Parent/Guardian Name of Child/Ward: _____ Year & Section: _____
☐ Contractor/Supplier Name of Company: _____ Position: _____
☐ Others (Please Specify) _____
 Address: _____

Complaint Details

Complaint Date: _____
Describe in detail and accurately the nature of your complaint.

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Signature over printed name of complainant

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Please do not write below this line.

Recorded by: _____ Date Recorded: _____
Verified by: _____ Date Verified: _____
Corrective Actions: _____

Office/s Involved: _____ Person/s Involved: _____
Corrective Action Follow-Up: _____

Status of Complaint: _____ Date: _____

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BICOL STATE COLLEGE OF APPLIED SCIENCES AND TECHNOLOGY
 City of Naga
 Telephone No. (054) 8812231 Loc. 131



BISCAST COMMITTEE ON ANTI-RED TAPE (CART)

VISION

An internationally recognized smart university for transformative and innovative education

MISSION

Produce technology-competent, environment-resilient, culture-sensitive, and industry-ready graduates who are socially responsive leaders imbued with character, work, and personal values through innovation management, transformative education, cutting-edge research, and industry-driven enterprise development

ISO 9001:2015 QUALITY POLICY

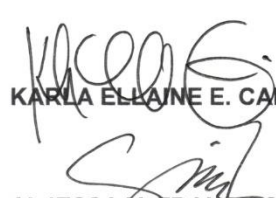
BISCAST is committed to provide quality applied sciences and technology education through continual improvement of its quality management system, satisfying applicable requirements, thereby exceeding stakeholder's expectations.

CERTIFICATION

This certifies that the BISCAST Citizen's Charter to which this certification is attached has been duly reviewed by the BISCAST-CART Technical Working Group and does contain all the pertinent information needed by the citizens or clients to avail a specific service of the frontline offices of the College that deal directly with the public.

Issued this 1st day of July 2024 at Bicol State College of Applied Sciences and Technology, Naga City, Philippines.


JOENHEL C. ARCILLA

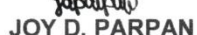

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