

MSU-TCTO ACADEMIC AFFAIRS

Frontline Services	Fees	Forms	Duration of Process	Office-in-charge
Processing of Application for Admission Test in the MSU-Tawi-Tawi Graduate Program	Php 100.00	Undergraduate Transcript of Record	1 hr. 30min	Department Office, Graduate School
Processing of Enrollment in the MSU-TCTO Graduate Program	Free	Application Letter	60 min.	Department Office, Graduate School
Processing of Application for Admission Test in the Undergraduate Programs	PhP 175.00	Application form	27 min.	Office of the Admission
Processing of Application for Admission to the different Collegiate Degrees	Free	Application Letter	1 week	Admission Office
Processing for Enrollment in the Collegiate level	Free	Enrollment Form MSU RO No.3	3 days	Dean's Office/Registrar's Office
Issuance of Transcript of Records (TOR)	Php 35.00	TOR Application Form	1 week	Registrar's Office
Processing of Application and Admission of MSU Science High School Scholarship and Admission Exam for Incoming Freshmen	Free	Test Permit	10 working days	Registrar's Office, MSU-TCTO Science High School
Processing of Application and Taking of Admission Test with MSU-TCTO Preparatory High School	Php 50.00	Test Application form	2 days	Principal MSU-Preparatory High School
Processing of Enrollment of MSU-TCTO Preparatory High School	Php 820.00	Application for Enrolment	55 min.	Enrollment Officials/Teachers
Processing of Enrollment for Kindergarten at MSU-TCTO Child Development Center – Laboratory Elementary School	Php 500.00	Enrollment form	2 days	Office of the Principal

LIST OF FRONTLINE SERVICES
MSU-TCTO ACADEMIC AFFAIRS

Frontline Services	Fees	Forms	Duration of Process	Office-in-charge
Issuance of Traineeship Certificate for Participation on Skills Program on Seaweed Productivity	Free	Registration Sheet Certificate of Attendance	Three (3) days	ICEES in Cooperation with PBSP & Consuelo Foundation
Issuance of Traineeship Certificate for Participants in Training of Fish Processing	Free	Registration Sheet Certificate of Attendance	Three (3) days	ICEES in Cooperation with College of Fisheries (COF)
Issuance of Traineeship Certificate for Participants in Training Seashells Preservation	Free	Registration Sheet Certificate of Attendance	Four (4) days	ICEES in Cooperation with COF
Issuance of Traineeship Certificate for Participation in CRM Training	Free	Registration Sheet Certificate of Attendance	Two (2) days	ICEES
Issuance of Traineeship Certificate for Participants in Orientation Seminar on Tropical Abalone	Free	Registration Sheet Certificate of Attendance	One (1) days	ICEES
Issuance of Traineeship Certificate for Participants in Orientation Seminar on Tropical Abalone	Free	Registration Sheet Certificate of Attendance	Two (2) days	ICEES in Cooperation with TAWI-TAWI English Teachers Association (TETA)
Issuance of Certificate for Participants in Echo-Conference for English Teachers	Free	Registration Sheet Certificate of Attendance	Three (3) days	ICEES

LIST OF FRONTLINE SERVICES
MSU-TCTO ACADEMIC AFFAIRS

Frontline	Requirements	Forms	Evaluator	Duration of Process	Source of Funds	Outputs
Research	Research Proposal	Research Proposal Format	Technical Working Group for Specific Commodities	One month or depends on how fast the proponent/s comply/complies with the suggestions and/or recommendations of the Technical Working Group or MSU-TCTO CREC	GAA	Quarterly Reports Terminal Reports Publication in Local and National Journals Publication in International Peer-Reviewed Journals

Processing Application for Admission Test in the MSU-Tawi-Tawi Graduate Program

Clients

All baccalaureate degree holders seeking master's degrees

Requirements

1. Original Transcript of Record
2. Baccalaureate degree from recognized institution
3. An Undergraduate point average (GPA) of at least 2.0, evidence of potential ability for graduate work and a suitable background in the field of study being sought

Schedule of the Availability of Services:

Monday to Saturday

8:00 AM to 5:00 PM

Fees:

Php 100.00

Total/Maximum Duration of the Process:

One (1) hour

How to avail of the services:

No.	Applicant/Client Step	Agency Action	Person Responsible	Location Office	Duration of Activity
1	Present Admission requirements for evaluation	Evaluates the Admission requirements of applicant	Dean/Administrative Aide	Graduate School	10 min.
2	Secure Computation Form and Computes for Grade point Average	Issues Computation Form and recheck results of GPA if qualified	Dean/Administrative Aide	Graduate School	20 min.
3	If qualified, secure and fills out the Application Form for Admission Test	Issues Application Form and checks entries of applicant's information	Dean/Administrative Aide	Graduate School	15 min.
4	Proceeds to the Department Chair for interview and signature/approval of application	Advises applicant to proceed to the Department Chair for approval	Department Chairman	Graduate School	15 min.
5	Pays the Admission Test Fee of P100.00	Accepts payment of Admission Test fee c/o Cashier's Office	Disbursing Officer	Graduate School	10 min.
6		Encodes data of applicant in the Enrollment Logbook	Administrative Aide	Graduate School	10 min.
7		Issues Test Permit and compiles accomplished form	Administrative Aide	Graduate School	10 min.

Processing Enrollment in the MSU Tawi-Tawi Graduate Program

Clients:

All baccalaureate degree holders seeking master's degrees

Requirements:

1. Original Transcript of Record
2. Baccalaureate degree from a recognized institution
3. An Undergraduate point average (GPA) of at least 2.0, evidence of potential ability for graduate work and a suitable background in the field of study being sought
4. Letter of Recommendation from two former professors to the Graduate School
5. Passed the entrance examination

Schedule of the Availability of Services:

Monday to Saturday

8:00 AM to 5:00 PM

Fees:

Tuition Fee = Php 70.00 or 210.00 per subject
(Miscellaneous)
Student Fee

Total/Maximum Duration of Process:

One (1) hour

How to Avail of the services:

No.	Applicant/Client Step	Agency Action	Person Responsible	Location Office	Duration of Activity
1	Get the results of the entrance exam	Posts the list of successful examiners and/or announces over the radio	Dean Administrative Aide	Department Office	5 min.
2	Secures Dean for Confirmation of Admission and Interview	Conduct an Interview	Dean	Department Office	5 min.
3	Secures the Admission and Information Sheet	Issues the Admission and Information Sheet	Dean Dean Administrative Aide	Department Office	5 min.
4	Accomplishes the Admission and Information Sheet, then, goes back to the Dean	Sign the Admission and Information Sheet; provides confirmation for admission	Dean Administrative Aide	Department Office	12 min.
5	Proceed to the Department Chair for Advising	List down the subjects to be taken	Department Chairman		

6	Secures then completes Registration Form	Issues the Registration Form			3 min.
7	Get the Recommended subjects	Lists down subjects to be taken			10 min.
8	Secure approval of schedules and signature of the Adviser and the Dean				7 min.
9	Submit the completed Registration Form to the Disbursing Officer	Assesses the payment to be paid	Cashier	Department Office	5 min.
10	Pay the Enrollment Fee	Gives Official receipt	Admin Aide	Department Office	5 min.
11	Submit the Registration Form to College Registrar	Checks, stamps approval; gives class cards	Registrar's Office	Department Office	5 min.
END OF TRANSACTIONS					

Reference:

BOR 153 s. 1982:

Processing Application for MSU System Admission and Scholarship Examination in the Undergraduate Program

Clients:

All incoming freshmen seeking admission at MSU-Tawi-Tawi

Requirements:

1. High School Report Card (Original)
2. Certificate of Good Moral Character from the High School Principal/Guidance Counselor
3. Two (2) copies of 1" x 1" picture
4. Fully-accomplished SASE form with fee

Schedule of the Availability of Services:

Monday to Saturday
8:00 AM to 5:00 PM

Fees:

Varies from year to year

Total/Maximum Duration of Process:

27 minutes

How to avail of the service:

Applicant/Client Step	Agency Action	Person Responsible	Location Office	Duration of Activity
Present admission requirements for evaluation	Evaluate the admission requirements of applicants	Admission Office Administrative Aide	Office of the Admission	5 min.
Secure and accomplishes the application form for admission test	Issues application form, checks entries of applicants' information and attaches photocopy of requirements	Director Administrative Aide	Office of the Admission	10 min.
Pay the admission test fee	Accept payment of admission fee c/o Cashier's Office	Disbursing Officer	Office of the Admission	5 min.
Submit OR of payment and attach it with application form	Encode data of applicants in the Enrollment System/ Logbook	Administrative Aide	Office of the Admission	5 min.
Claim test permit	Issues Test Permit	Administrative Aide	Office of the Admission	2 min.
END OF TRANSACTIONS				

Processing of Application for Academic Personnel Development Program

The college allows each faculty member to develop their professions and qualifications through a fellowship program called the Academic Personnel Development Program (APDP)

Clients:

Faculty members of MSU-TCTO in all levels

Requirements: Application

Letter Nomination

from Dean

Certificate/Letter of Admission from school intended to attend/study

Fees: None

Duration: 1 month (at least) before Academic Planning Committee Meeting

How to avail of APDP?

Client Steps	Agency Action	Office/Personnel Responsible	Location Office	Duration
Submit application letter to OVCAA through the Department Chairman	Approve/disapprove/comment on the application then indorses it to OVCAA	Department Chairman/Dean	Department Office	10 mins to 30 mins
Secure entrance/admission from the school intended to enroll in	Check entrance and other documents re-entrance/admission	Vice Chancellor for Academic Affairs	OVCAA	15 min.
Submit program of study and other documents	Evaluate program of study	Vice Chancellor for Academic Affairs/Academic Scholarships Committee	OVCAA	30 mins. To 2 hrs
Submit University clearance	Evaluate relevance of study to university offerings, services rendered, substitute faculty etc.	Vice Chancellor for Academic Affairs/Academic Scholarships Committee	OVCAA	5 min.
	Discusses merits/particulars of the application and issues	Academic Planning Committee (APC)	Conference Room, Bulante Hall	20 mins 2 hrs
Answer to other inquiries	Issues Special Order	Chancellor	Bulante Hall	15 min.
END OF TRANSACTIONS				

Reference: BOR 3, s. 1992

Processing of Application for Admission to the different Collegiate Degrees

Clients:

Incoming freshmen and Transferees

Requirements:

A. High School Report Card (Form 138)

- Certified Copy of SASE rating
- Transcript of Record
- Certificate of Good Moral Character from the High School Principal

B. Transferee

- * Honorable Dismissal
- * 3 Copies 1 x 1 Photo
- * Transcript of Record (TOR)

Fees:

Total duration of the Process: 1 week

How to be admitted at the MSU-TCTO (College Level)

Client Steps	Agency Action	OFFICE/PERSONNEL RESPONSIBLE	Location of Office	Duration
Secure application form	Give admission application form	Admissions office	Academic Bldg.	1 min 2mins
Fills up Form	Evaluate filled form	-do-	-do-	15 mins
Submit required report card, Birth certificate, SASE rating, photos and certificate of Good moral character.	Receives and evaluates required documents, recommends college/degree for student	-do-	-do-	10 mins
	Give location for drugs test Give directions for the Client to continue enrollment process	-do- Drug test personnel	Infirmary	
Submit to prohibited drug testing		-do-	Academic Bldg.	1 min
END OF TRANSACTION				

Processing for Enrolment in the Collegiate Level

Client:

Duly admitted students by the Admissions Office

Requirements:

Approved admission form

Total Duration of the Process: 1-3 days

No.	Client/ Steps	Agency Action	Person Responsible	Location of Office	Duration
1	Secure and fill up temporary registration form (TRF)	Give advice re-degree suggested and subjects recommended	Faculty adviser	College/depart ment office	3 mins
2	Get recommended subjects	List subjects to be taken			
3	Go to Bulletin Board for published schedules of subjects offered and lists schedules of subjects				
4	Secure approval of schedules and signature of Adviser	Evaluates, approves and signs TRF	Program/Faculty adviser	College/depart -ment office	5-10 mins
5	Go to enrollment encoder, submits completed TRF for encoding	Evaluates, approves and signs TRF	Program Adviser	College/depart -ment office	2 mins
6	Receive the encoded registration form	Encode Registration Form	Registration encoder, Accounting office staff	College/ department office	10 mins
7	Go to Accounting Office for of fees to be paid	Assesses cost of fees	Cashiering staff	Cashier's Office Adm. Bldg.	3 mins
8	Pay to the Cashier	Evaluates/ Compute and			
9	Pay other Organizational fees	Receives receipts and stamps RF			2 mins
10	Seek final approval and signature of adviser	Compute other fees	Assigned collector	College/depart -ment office	2 mins
11	Submit encoded, paid Registration form (R.F) to college registrar	Issues receipts stamps R.F Evaluates, Checks, sings R.F	Faculty Program adviser	College/depart -ment office	5 mins
12	Attend Classes; Submit class card to the faculty	Check, stamp approval; gives class cards	Registrar'sOffice staff	College/depart -ment office	
END OF TRANSACTION					

Reference:

- BOR res. 2110s. 1994
- BOR res. 2243s. 1980
- BOR res. 2244s. 1980

Processing of Enrolment of Old Students at MSU-TCTO Science High School

Clients:

All incoming second to fourth year students who passed the scholarship examination

Requirements:

1. Report Card with no failing mark in any subject during the final grading and at least with a GPA of 2,75
2. Accomplished Enrollment Form

Schedule of Availability of Service

Monday – Friday
8:00 AM – 5:00 PM

Fees:

Computer Fee – Php. 350.00
SDA – Php 100.00
Miscellaneous Fee – PhP 150.00
School ID – Php. 50.00

Total/Maximum Duration of the Process

20 minutes

How to Avail of the Services:

No.	Applicant/Client Step	Agency Action	Person in charge	Location of Office	Duration
1	Present admission requirements for evaluation	Evaluate admission requirements of applicants	Director/Administrative Aide	Office of the Director Staff Office	5 minutes/applicant
2	Secure and fill out the Enrollment Form	Issues Enrollment Form check entries of applicant's information and attaches photocopy of requirements	Administrative Aide	Designated examination rooms	10 minutes
3	Pay the Enrollment Fee	Accept payments of enrollment fee c/o Cahier's Office	Disbursing Officer		5 minutes
END OF TRANSACTION					

Processing Application and Taking Admission Test at MSU-TCTO Preparatory High School

Clients:

All interested grade six graduating pupils

Requirements:

1. Certification from the Principal that the applicant is a graduating student

Schedule of Availability of Service

Monday – Friday

8:00 AM – 5:00 PM (Beginning January to Third Week of February or during the Examination Day)

Fees: Php. 50.00

Total/Maximum Duration of Process

2 Hours

How to Avail of the Services:

No.	Applicant/Client Step	Agency Action	Person in charge	Location of Office	Duration
1	Present the admission requirement for evaluation	Evaluate admission requirements of the applications	Principal/Administrative Aide	Preparatory High School	5 minutes/applicant
2	Wait for his name to be called to know the grouping and batch	Announces the names of the pupils qualified to take the test	Principal/Administrative Aide Assigned Teacher	Designated Testing Room	20 minutes
3	Take the test en masse; (30 test-takers per room)	Administer the test	Proctor	Designated Testing Room	2 Hours and a half
4	Return the test materials to the Proctor after the test	Retrieve test materials	Proctor	Designated Testing Room	5 minutes
END OF TRANSACTION					

Reference BOR Rea. 1690 s. 1977

Processing Enrollment at MSU-TCTO Preparatory High School

Clients:

Incoming Freshmen

Requirements:

1. Certification from the Principal
2. Report Card
3. Birth Certificate
4. Passed the Entrance Exam
5. 2 copies 1x1 ID

Schedule of Availability of Service

Monday – Friday
8:00 AM – 5:00 PM

Fees: Php. 820.00

Total/Maximum Duration of Process

2 Hours and 35 minutes

How to Avail of the Services:

No.	Applicant/Client Step	Agency Action	Person in charge	Location of Office	Duration
1	See his name in the list of qualifiers	Post the list of successful qualifiers in the entrance exam	Assigned faculty members	Principal's Office MSU Preparatory High School	5 minutes/ applicant
2	Get the priority number in the list and secures an interview slip	Issues Interview Form, calls number	Interview committee	MSU Preparatory High School	5 minutes
3	Accomplish interview slip and secure signature of member from the members of the interview committee	Conduct interview in Math, Science and English to determine sectioning	Members of the Interview committee	MSU Preparatory High School	10 minutes
4	Secure Enrollment Form from the Principal	Releases the form	Interviewer		10 minutes
5	Fill out Enrollment Form				5 minutes
6	Proceed to the Cashier for payment	Compute and receives payment	Cashier	Cashier	5 minutes
END OF TRANSACTION					

Processing Enrollment for Kindergarten at MSU-TCTO Child Development Center (CDC)

Clients:

Incoming Junior Kindergarten (Kinder I) and Senior Kindergarten (Kinder II)

Requirements:

1. At least 5 years old at the school opening
2. Birth Certificate (Original and Photocopy)
3. Dependent form (for sons/daughters of MSU employees)
4. Qualified in the written and oral exam

Schedule of Availability of Service

Fees: SDAF - Php. 500.00

Total/Maximum Duration of Process

60 Minutes

How to Avail of the Services:

No.	Applicant/Client Step	Agency Action	Person in charge	Location of Office	Duration
1	Check the names of applicants who successfully passed the oral and written test for admission. If he passed, get the name of the child.	Post the names of successful applicants	Enrolling teachers	MSU-CDC - LES	5 minutes/ applicant
2	Secure an enrollment form from the enrolling teacher, then, fill out the enrollment form providing all the information asked.	Issues enrollment form checks entries of applicant's information	Enrolling Teachers	MSU-CDC - LES	30 minutes
3	Pay the fee at the cashier	Accept payment of admission fee c/o Cashier's Office	Assigned Cashier	Cashier	15 minutes
4	After all the fees are settled, proceed to the Office of the Principal	Confirms enrollment	Principal	Office of the Principal	5 minutes
END OF TRANSACTION					

Reference: BOR Res. 113 s. 1982

Processing Enrollment at MSU-TCTO Child Development Center – Laboratory School

Clients:

Elementary (From Grade 1 to 6) or transferees

Requirements:

1. Report Card
2. Dependent form (for sons and daughters of MSU employees)
3. Admission Test (for transferees only. It is important to note that Admission of Transferees depends on the enrollment slots available and children of MSU employees are given priority)

Schedule of Availability of Service

Fees: SDAF - Php. 500.00

Total/Maximum Duration of Process

60 Minutes

How to Avail of the Services:

No.	Applicant/Client Step	Agency Action	Person in charge	Location of Office	Duration
1	Present the report card to the enrolling teacher.	Check the card	Enrolling teacher	MSU-CDC-LES	5 minutes/ applicant
2	Secure an enrollment form from the enrolling teacher, then, fill out the enrollment form providing all the information asked.	Give enrollments form, checks entries of applicant's information	Enrolling teacher	MSU-CDC-LES	30 minutes
3	Pay the fee at the cashier	Accept payment of admission fee c/o Cashier's Office	Assigned Cashier	Cashier	15 minutes
4	After all the fees are settled, proceed to the Office of the Principal	Confirms enrollment	Principal	Office of the Principal	5 minutes
	Return the accomplished enrollment form to the enrolling teacher	Receives and records data of pupils in the enrollment logbook	Enrolling teacher		5 minutes
END OF TRANSACTION					

Handling Complaints Against Students/Faculty

Clients:

Students or Faculty Members

Requirements:

1. Written requests, report or complaints
2. Full name of the student/teacher complained about and full name of person complaining
3. A narration of relevant facts show the offense allegedly committed by the student/faculty member complained about
4. Evidence and testimonies of witnesses

Schedule of Availability of Service

Monday – Friday
8:00 AM - 5:00 PM

Fees: Free

Total/Maximum Duration of Process

6 Hours

How to Avail of the Services:

No.	Applicant/Client Step	Agency Action	Person in charge	Location of Office	Duration
1	Submit and orally report complaints	Discusses complaint with complainant and documents complaint	Director Principal Assistant	MSU-TCTO Preparatory Office of the Guidance Counselor/the Principal Office of the Director of Science High School, MSU-CDC-LES	5 minutes/ applicant
2	Confirm venue date and time of fact-finding dialogue/hearing to be conducted	Inform the complainant on the venue, date and time of dialogue/hearing	Director Principal Assistant	MSU-TCTO Preparatory Office of the Guidance Counselor/the Principal Office of the Director of Science High School, MSU-CDC-LES	30 minutes
3	Attend/conduct dialogue/hearing	Conduct dialogue/hearing and work for resolution of the case	Director and Principal Assistant of both Parties	MSU-TCTO Preparatory Office of the Guidance Counselor Principal Office of the Director of Science High School, MSU-CDC-LES	15 minutes
4	Final Evaluation of the case	Evaluates the case	Director Principal Assistant	MSU-TCTO Preparatory Office of the Guidance Counselor/Principal Office of the Director of Science High School, MSU-CDC-LES	5 minutes
END OF TRANSACTION					

Processing of Application for Borrower’s Card and Loaning Books in the Main Library

Clients:

Students or Faculty Members, employees, outside populace may avail of library service through the main library and specialized libraries of each college

Requirements:

1. School ID for Faculty Members and Students
2. Borrower’s Card

Schedule of Availability of Service

Monday – Friday
8:00 AM - 5:00 PM

Fees: Borrower’s Card: No fee; lost borrower’s card: Php 20.00

Lost Book: Total purchase cost of book plus 15% freight

How to secure a borrower’s card and borrow a book and other library materials:

No.	Applicant/Client Step	Agency Action	Person in charge	Location of Office	Duration
1	Present student registration copy and I.D Only for non-MSU person	Assess and notes down data of borrower on the record book and borrower’s card	Felda Norales borrower’s card section in-charge	Main Library, Sabdani J. Bulante Hall	5 minutes/ applicant
2	Request and fill up application form for borrower’s card	Give borrower’s card with library card number			30 minutes
3	Receive and sign borrower’s card	Give directions and assists borrower in locating the needed books	Section in-charge		15 minutes
4	Select book to be borrowed from shelves or gives list of books to the section in charge	Check accession number of the book	Section in-charge	Main Library, Sabdani J. Bulante Hall	5 minutes
5	Present borrower’s card and school ID	Write down the due date of the books and titles on the borrower’s card Releases books for loan out			
END OF TRANSACTION					

Reference:

- Art. 9 Sec 112 MSU System Code of Governance May 1988
- Art. 9 Sec 109 MSU System Code of Governance May 1988

OFFICE OF ALUMNI RELATIONS (OAR)

Description of Activities: Processing of Application for Alumni Membership and ID

Clients:

Students or Faculty Members, employees, outside populace may avail of the library service through the main library and specialized libraries of each college

Requirements:

1. Duly accomplished Alumni Information Sheet (Form 001)
2. Duly accomplished MSU-TCTO Alumni Association Tawi-Tawi Chapter Membership Form
3. Duly accomplished Application for Graduation
4. 3 Copies 2 x 2 photo

Fees: Alumni Fee Php 100.00
Alumni ID Fee PhP. 180.00

Duration of Processing:

Evaluation of application for membership and ID processing: Five (5) days

How to apply for MSUAA – Tawi-Tawi Chapter Membership and Alumni ID:

N o.	Client Step	Agency Action	Person in charge	Location of Office	Duration
1	Secure Application Forms	Distribute Alumni Information Sheet Form	OAR employee and/or alumni volunteer	Alumni Office 2 nd Floor	5 minutes
2	Fills up form	Distribute MSUAA – Tawi-Tawi Chapter Form	OAR employee and/or alumni volunteer	Alumni Office 2 nd Floor	5 minutes
3	Pay fees to the cashier	Receive the filled-up Form	OAR employee and/or alumni volunteer	Alumni Office 2 nd Floor	5 minutes
4	Proceed to Alumni Office for recording of receipt number	Records Receipt	OAR employee and/or alumni volunteer	Alumni Office 2 nd Floor	5 minutes
5	Wait for Agency Action	Coordinate with the President of MSUAA-TT Chapter and/or Officers	OAR employee and/or alumni volunteer	Alumni Office 2 nd Floor	5 minutes
	Wait for the Agency Action	Verifies from the Registrar and/or representative if the applicant is a graduate or graduating students within the current academic year	OAR employee and/or alumni volunteer	Alumni Office 2 nd Floor	60 minutes
	Wait for the Agency Action	Look into Alumni Directory files	OAR employee and/or alumni volunteer	Alumni Office 2 nd Floor	120 minutes
	Wait for the Agency Action	Look into Alumni Directory files	OAR employee and/or alumni volunteer	Alumni Office 2 nd Floor	15 minutes
	Wait for the Agency Action	Confirm with the Registrar or representative	OAR employee and/or alumni volunteer	Alumni Office 2 nd Floor	15 minutes
	Wait for the Agency Action	Processes Alumni ID	OAR employee and/or alumni volunteer	Alumni Office 2 nd Floor	120 minutes
	Claim Alumni ID	Processes Alumni ID	OAR employee and/or alumni volunteer	Alumni Office 2 nd Floor	5 minutes
Reference: END OF TRANSACTION					

Art. 8 Sec. 99, MSU System Code of Governance, May 1988

Processing of Application for Evaluation for Faculty Promotion

Clients:

Members of the Faculty

Requirements:

1. Application letter
2. Service Record
3. Academic Credentials (TOR Previous Rank/Positions)
4. Copies of Approved Researches and Publications
5. Teaching Efficiency Rating
6. Original Certificates for Training and Seminars
7. Original Certification of Extension Services rendered
8. Original Certification of Extra-curricular Services

Fees: None

How to Apply for Evaluation and Promotion:

No.	Client Step	Agency Action	Person in charge	Location of Office	Duration
1	Accomplish requirements	Check and accepts requirements Evaluate Credentials enhance Recommend to APC for discussion and decision If approved, recommended to the BOR Discusses and makes resolution for implementation	College Academic Promotion Panel (CAPP) College Academic Planning Committee/University System Academic Promotion Panel (USAPP) Board of Regents	Office of the Vice Chancellor for Academic Affairs OVCAA/OVP AA Manila	4 months
END OF TRANSACTION					

Reference:

Art. 1 s.14 Code of Governance, May 12, 1988

Processing of Application to Attend Seminars and Trainings

Clients: Members of the Faculty

Requirements:

1. Letter of Invitation to Attend Seminars/Trainings
2. Accomplished requirements of Seminar/Training
3. Qualification required of Trainee
4. Availability of Funds
5. Availability of Substitute/OIC for classes or Office

Fees: None

How to apply to attend Seminars and Trainings:

No.	Applicant/Client Step	Agency Action	Person in charge	Location of Office	Duration
1	Receive letter of invitation from the Dean	Studies relevance of invitation discusses relevance and necessity of seminar or training	Dean	Colleges Office	10 Minutes
			Chairman, Dean and Trainee	Colleges Office	30 Minutes
2	Submit other requirements	Accept other requirements	Dean	College Office	3 minutes
3	Seek funding	Give financial clearance	Accounting	Accounting Office, Bulanting Bldg	
4	Prepare Travel Order and other papers	Processes travel paper and funding	Dean, OVCAA and Finance	CAS Bldg Bulante Bldg	30 mins to 2 days
5	Attend Seminars/Trainings				
6	Submit completion report of Seminar/Training	Receive Report	OVCAA	CAS Bldg	2 Minutes
7	Submit liquidation papers	Receive and checks liquidation papers	Accountant	Accounting Office	1 Minute
8	Echo trainings/seminars if necessary	Prepare for echo seminar	OVCAA/Dean with Trainee		Half Day
END OF TRANSACTION					

Reference: Art. 4, Sec. 43, 5d., Code of Governance, MSU System, May 12, 1988

DORMITORY

Service: Processing of Application for Dorm Residency

Client: MSU-TCTO Students

Requirements: School ID, Student's Copy

Fees: P150.00/Non-Scholar
P50.00/Scholar

How to Avail of the Services:

No.	Client Step	Agency Action	Office/Person Responsible	Location of Office	Duration of Activity
1	Inquire for room vacancy	Finds vacancy	Hussan Kasawali/Rose Ulama	Dormitory Hall	2 minutes
2	Apply for listing	Record the name of student in the logbook	Hussan Kasawali/Rose Ulama	Dormitory Hall	2 minutes
3	Pay the fee	Issues official receipt to the student	Hussan Kasawali/Rose Ulama	Dormitory Hall	2 minutes
4	Submit the official receipt	Introduces the new student to senior student occupants Brief on the rules and regulation of the dormitory	Hussan Kasawali/Rose Ulama	Dormitory Hall	2 minutes
END OF TRANSACTION					

Republic of the Philippines
Mindanao State University
TAWI-TAWI COLLEGE OF TECHNOLOGY AND OCEANOGRAPHY
Sanga-Sanga, Bongao, Tawi-Tawi

SUMMARY
LIST OF FRONTLINE SERVICES
ADMINISTRATION AND FINANCE

Frontline Service	Fees	Forms	Frequency and Duration of Processing	Office/Person Responsible
Assessment of enrollment fees of students		Assessment Form	11 minutes	Accounting Office
Processing of negotiated projects	Notarial fee	Negotiated Contract Form	5 days	Physical Plant Office
Repair and maintenance of campus physical projects		Job Orientation Request	20 days	Physical Plant Office
Construction of administration projects		RA 9184 Standard Document	25 days	Physical Plant Office
Processing and bidding of projects	P5,000.00/set	Letter Report/Letter of Instruction	45 days	Bids and Awards Committee
Preparation of plans and programs of work		Application Form	7 days	Physical Plan Office
Processing of application for dorm residency	P150.00 non-scholar P50.00 scholar	Request Form	1 hour and 12 minutes	Ladies and Boys' Dormitories
Issuance of administration clearance			5 minute	General Administrative
Issuance of voucher to claimant's payment of claims			19 minutes	Finance Office
Preparation of TCTO Agenda BOR meeting			1 week	Campus Secretary
Approval of application for leave, disbursement voucher, payroll, liquidation, requisition for supplies and travel			45 minutes	Office of the Chancellor
Issuance of special order, memo circular and memo order			12 minutes	Office of the Chancellor
Approval of application for leave, disbursement voucher, payroll, liquidation, requisition for supplies and travel			10 minutes	Office of the Vice Chancellor for Administration and Finance

Issuance of memo order to administrative staff			10 minutes	Office of the Vice Chancellor for Administration and Finance
Collection of school fees	P25.00/subject	Assessment Form	4 minutes	Cashiering Office
Collection of insurance fee (Beneficial Life Insurance)			9 minutes	Cashiering Office
Billing of student's account		Assessment Form	22 minutes	Accounting Office
Lending of togas to faculty, official and students	P50.00	Requisition and Issue Slip	10 minutes	Supply and Procurement Office
Issuance of office supplies, materials and equipment		Purchase Request Form, Requisition and Issuance Slip	3 hours, 10 minutes	Supply and Procurement Office
Addressing of complaints concerning campus security		Request Form	1 hour 17 minutes	Security Force
Issuance of certification of loan remittance		Request Form	11 minutes	Remitting Office
Processing of application for GSIS, Pag-Ibig loan		GSIS Loan Form, Pag-Ibig Loan Form	6 minutes	Remitting Office
Dental, examination/extraction service to faculty, students and staff		Request Form	35 minutes for examination 1 hour extraction	College of Infirmary
Issuance of medical certificate for maternity leave and retirement		Leave Form, TCTO ID	10 minutes	College of Infirmary
Medical service to faculty, students and staff		Request Form	30 minutes	College of Infirmary
Processing of monthly salary payroll		DTR, FSR	5 days	HRMO
Issuance of certificate of take home pay, service record, certificate of employment		Request Form	10 minutes	HRMO

OFFICE OF THE CHANCELLOR

Service: Issuance of Special Order, Memorandum Circular, and Memorandum Order

Client:

Requirements:

Fees: None

How to Avail of the Services:

No.	Client Step	Agency Action	Office/Person Responsible	Location of Office	Duration of Activity
	Secure/request for the issuance of special order, memorandum circular, and memorandum order duly signed by the Chancellor	Issues special order, memorandum circular, memorandum order approved by higher authority	Chancellor or his authorized representative	Sabdani Bulante Hall	10 minutes
		Indicates corresponding number to every special order, memorandum circular, and memorandum order issued	Office of the Campus Secretary/ Chancellor Staff	Sabdani Bulante Hall	1 minute
		Release the special order, and memorandum order issued	Chancellor's Staff	Sabdani Bulante Hall	1 minute
END OF TRANSACTION					

OFFICE OF THE CHANCELLOR

Service: Approval application for leave, disbursement voucher/payroll, liquidation

Client: MSU-TCTO employees

Requirements: None

Fees: None

How to Avail of the Services:

No.	Client Step	Agency Action	Office/Person Responsible	Location of Office	Duration of Activity
1	File duly processed leave application, disbursement voucher/payroll, liquidation forms, RI's & Travel forms	Approve or disapproves	chancellor	Sabdani Bulante Hall	45 Minutes
END OF TRANSACTION					

OFFICE OF THE CHANCELLOR

Service: Preparatory of MSU-TCTO Agenda for BOR Meeting

Client: MSU-TCTO employees

Requirements: None

Fees: None

How to Avail of the Services:

No.	Client Step	Agency Action	Office/Person Responsible	Location of Office	Duration of Activity
1	File data needed in preparation of BOR agenda both Administration & Academic personnel	Collect data needed for BOR Agenda	Office of the Campus Secretary to be approved by the Chancellor	Sabdani Bulante Hall	1 Minute
		Consolidates and prepares agenda			
		Submits to BOR for approval			
END OF TRANSACTION					

OFFICE OF THE VICE CHANCELLOR FOR ADMIN AND FINANCE

Service: Issuance of Memo Orders to Administrative Personnel

Client: MSU-TCTO Administrative Personnel

Requirements: None

Fees: None

How to Avail of the Services:

No.	Client Step	Agency Action	Office/Person Responsible	Location of Office	Duration of Activity
1	Secure request for Issuance of Memo order	Issue memo order	Vice Chancellor for Administration and Finance	Sabdani J. Bulante Hall	10 Minutes
		Indicate corresponding Memo Order Number	Vice Chancellor's Staff	Sabdani J. Bulante Hall	1 Minute
		Release Memo Order	Vice Chancellor's Staff	Sabdani J. Bulante Hall	1 Minute
END OF TRANSACTION					

OFFICE OF THE VICE CHANCELLOR ADMIN AND FINANCE

Service: Approval application for leave, disbursement, voucher, Payroll, Liquidation Requisition of Supplies, Travel Request and Travel Order

Client: MSU-TCTO employees

Requirements: None

Fees: None

How to Avail of the Services:

No.	Client Step	Agency Action	Office/Person Responsible	Location of Office	Duration of Activity
1	File duly processed leave application, Disbursement , Voucher, Payroll, Liquidation forms, RI and Travel form	Approve and forward it to Office of the Chancellor or Disapprove and return it to client	Vice Chancellor for Administration and Finance	Sabdani J. Bulante Hall	30 Minutes
END OF TRANSACTION					

FINANCE OFFICE

Service: Issuance of Voucher to Claimants' payment of claim

Client: MSU-TCTO employees

Requirements: None

Fees: None

How to Avail of the Services:

No.	Client Step	Agency Action	Office/Person Responsible	Location of Office	Duration of Activity
1	Submit pertinent papers	Receive documents	Finance Office	Sabdani Bulante Hall	1 Minute
		Record name of employee and type of claims	Finance Office	Sabdani Bulante Hall	2 Minutes
		Prepare Voucher	Finance Office	Sabdani Bulante Hall	3 Minutes
		Issue obligation slip	Budget Office	Sabdani Bulante Hall	3 Minutes
		Submit obligation slip to the Office of the Vice Chancellor for Administration & Finance for signature	Budget Office	Sabdani Bulante Hall	2 Minutes
		Submit obligation slip back to the Budget Office for signature	VCAAF	Sabdani Bulante Hall	2 Minutes
		Forward to the Accounting Office for processing	Budget Office	Sabdani Bulante Hall	1 Minute
		Forward to Internal Control and Auditing Unit for Inspection/Evaluation	Accounting	Sabdani Bulante Hall	2 Minutes
		Forward to the Office of the Chancellor for approval/disapproval	ICAU	Sabdani Bulante Hall	3 Minutes
		END OF TRANSACTION			

ACCOUNTING OFFICE

Service: Assessment of Enrollment Client:

MSU-TCTO Students Requirements: Student's

Copy/Assessment Form Fees: None

How to Avail of the Services:

No.	Client Step	Agency Action	Office/Person Responsible	Location of Office	Duration of Activity
1	Show Certificate of Registration (COR)	Assess student's fee using the automated/computerize Enrolment System	Al-qazwini Hadji/Ahmad Burahim	Sabdani J. Bulante Hall	10 Minutes
		Advise student to proceed to Cashiering Office for payment of fees after Assessment	Al-qazwini Hadji/Ahmad Burahim	Sabdani J. Bulante Hall	1 Minute
END OF TRANSACTION					

ACCOUNTING OFFICE

Service: Billing of Student's Account

Client: MSU-TCTO Students

Requirements: Student's Copy/Assessment Form

Fees: None

How to Avail of the Services:

No.	Client Step	Agency Action	Office/Person Responsible	Location of Office	Duration of Activity
1	Fill up request slip	Verify status of student	Al-qazwini Hadji/Ahmad Burahim	Sabdani J. Bulante Hall	5 Minutes
		Determine the assessed fees, amount paid and unpaid using the automated/computerized Enrollment System	Al-qazwini Hadji/Ahmad Burahim	Sabdani J. Bulante Hall	10 Minutes
		Prepare billing statement	Al-qazwini Hadji/Ahmad Burahim	Sabdani J. Bulante Hall	5 Minutes
		Approve/sign billing statement	Abdulkabi Ingkoh, Chief, Accountant	Sabdani J. Bulante Hall	2 Minutes
END OF TRANSACTION					

ACCOUNTING OFFICE

Service: Billing of Student's Account

Client: MSU-TCTO Students

Requirements: Student's Copy/Assessment Form

Fees: None

How to Avail of the Services:

No.	Client Step	Agency Action	Office/Person Responsible	Location of Office	Duration of Activity
1	Fill up request slip	Verify status of student	Al-qazwini Hadji/Ahmad Burahim	Sabdani J. Bulante Hall	5 Minutes
		Determine the assessed fees, amount paid and unpaid using the automated/computerized Enrollment System	Al-qazwini Hadji/Ahmad Burahim	Sabdani J. Bulante Hall	10 Minutes
		Prepare billing statement	Al-qazwini Hadji/Ahmad Burahim	Sabdani J. Bulante Hall	5 Minutes
		Approve/sign billing statement	Abdulkabi Ingkoh, Chief, Accountant	Sabdani J. Bulante Hall	2 Minutes
END OF TRANSACTION					

CASHIERING OFFICE

Service: Collection of School Fees Client:

MSU-TCTO Students Requirements: Student's

Copy/Assessment Form Fees: P

25.00/Subject

How to Avail of the Services:

No.	Client Step	Agency Action	Office/Person Responsible	Location of Office	Duration of Activity
1	Present Assessment Form	Accept Form	Comayog Saidona/ Mariam Moh. Said	Sabdani J. Bulante Hall	1 Minute
2	Pay the fee	Issue Official Receipt	Comayog Saidona/ Mariam Moh. Said	Sabdani J. Bulante Hall	2 Minutes
		Advise Student to Proceed to Registrar's Office for Submission of form	Comayog Saidona/ Mariam Moh. Said	Sabdani J. Bulante Hall	1 Minute
END OF TRANSACTION					

ACCOUNTING OFFICE

Service: Collection of Insurance Fee (Beneficial Life Insurance)

Client: MSU-TCTO Employees

Requirements: None

Fees: None

How to Avail of the Services:

No.	Client Step	Agency Action	Office/Person Responsible	Location of Office	Duration of Activity
1	Apply for Membership	Approve membership	PNB	Bongao, Tawi-Tawi	2 Minutes
2	Pay the amount of Insurance	Issue official billing receipt	PNB	Bongao, Tawi-Tawi	2 Minutes
3	Submit Official billing receipt	Receive official billing receipt	Rasul Idris	Sabdani J. Bulante Hall	1 Minute
		Record name of employee	Rsul Idris	Sabdani J. Bulante Hall	2 Minutes
		Deduct the amount of insurance in the payroll account	Rasul Idris	Sabdani J. Bulante Hall	2 Minutes
END OF TRANSACTION					

CASHIERING OFFICE

Service: Processing of GSIS, Pag-ibig Loan Application

Client: MSU-TCTO Students

Requirements: Application Form and Service Record

Fees: None

Total/Maximum Duration of Activity 2 days

How to Avail of the Services:

No.	Client Step	Agency Action	Office/Person Responsible	Location of Office	Duration of Activity
1	Secure and fill up forms	Give form	Bashier Shariff	Sabdani J. Bulante Hall	2 Minutes
		Receive duly filled/signed forms	Bashier Shariff	Sabdani J. Bulante Hall	2 Minutes
		Check forms and submit them to GSI/Pag-ibig Zamboanga	Bashier Shariff	Sabdani J. Bulante Hall	2 Minutes
END OF TRANSACTION					

REMITTING OFFICE

Service: Insurance of Certification of Loan Remittance of Employee

Client: MSU-TCTO Employees

Requirements: Application Form and Service Record

Fees: None

Total/Maximum Duration of Activity:

How to Avail of the Services:

No.	Client Step	Agency Action	Office/Person Responsible	Location of Office	Duration of Activity
1	Request for GSIS Certification of Loan Remittance	Check employee's record (O.R # and date of payroll)	Remitting Officer	Sabdani J. Bulante Hall	5 Minutes
		Print copy of certification	Remitting Officer	Sabdani J. Bulante Hall	2 Minutes
		Sign the certification	Bashier Shariff	Sabdani J. Bulante Hall	2 Minutes
		Releases the certification	Bashier Shariff	Sabdani J. Bulante Hall	2 Minutes
END OF TRANSACTION					

PHYSICAL PLAN OFFICE

Service: Preparation of Plants and Programs of Work

Client: MSU-TCTO Chancellor/Vice Chancellor/Directors/Students

Requirements: Program of Work

Fees: None

Total/Maximum Duration of Activity 7 days

How to Avail of the Services:

No.	Client Step	Agency Action	Office/Person Responsible	Location of Office	Duration of Activity
1	Submit latter of request/letter of Instruction	Act immediately upon receipt of Request Instruction	Allan S. Caguioa, Chief, Physical Plant	Sabdani J. Bulante Hall	30 Minutes
		Inspect the location of the project and gather technical data	Allan S. Caguioa, Chief, Physical Plant	Sabdani J. Bulante Hall	1 day
		Prepare Plan	Mejan Mohammad, Draftsman	Sabdani J. Bulante Hall	5 days
		Prepare Program of Work	Allan S. Caguioa, Chief, Physical Plant	Sabdani J. Bulante Hall	1 day
END OF TRANSACTION					

PHYSICAL PLAN OFFICE

Service: Construction of Administrative Projects

Client: MSU-TCTO Constituents

Requirements: P.R., P.O., Canvass, Inspection, RIS

Fees: None

Total/Maximum Duration of Activity 25 days

How to Avail of the Services:

No.	Client Step	Agency Action	Office/Person Responsible	Location of Office	Duration of Activity
1	Submit Official Request/Letter	Prepare Purchase Request (R.P)	Allan S. Caguioa, Chief, Physical Plant	Sabdani J. Bulante Hall	1 day
		Prepare the Purchase Order (P.O)	Allan S. Caguioa, Chief, Physical Plant	Sabdani J. Bulante Hall	1 day
		Prepare Canvass of Request Items	Maulvie Bulante, Chief, Procurement Office	Sabdani J. Bulante Hall	1 day
		Prepare Inspection Report	Nasser Salapuddin, Chief, Supply Office	Supply Office	1 day
		Prepare the Requisition and Issuance Slip (RIS)	Nasser Salapuddin, Chief, Supply Office	Supply Office	1 day
		Receive the materials/Issuance of memorandum for Implementation	Allan S. Caguioa, Chief, Physical Plant	Sabdani J. Bulante Hall	1 day
		Implement the Project	Moh. Noe Jamaluddin, Foreman	Sabdani J. Bulante Hall	20 day
		END OF TRANSACTION			

PHYSICAL PLAN OFFICE

Service: Repair and Maintenance of Campus Physical Facilities

Client: MSU-TCTO Constituents

Requirements: P.R., P.O., Canvass, Inspection, RIS

Fees: None

Total/Maximum Duration of Activity 20 days

How to Avail of the Services:

No.	Client Step	Agency Action	Office/Person Responsible	Location of Office	Duration of Activity
1	Submit Official Request/Letter	Prepare Purchase Request (R.P)	Allan S. Caguioa, Chief, Physical Plant	Sabdani J. Bulante Hall	1 day
		Prepare the Purchase Order (P.O)	Allan S. Caguioa, Chief, Physical Plant	Sabdani J. Bulante Hall	1 day
		Prepare Canvass of Request Items	Maulvie Bulante, Chief, Procurement Office	Sabdani J. Bulante Hall	1 day
		Prepare Inspection Report	Nasser Salapuddin, Chief, Supply Office	Supply Office	1 day
		Prepare the Requisition and Issuance Slip (RIS)	Nasser Salapuddin, Chief, Supply Office	Supply Office	1 day
		Receive the materials/Issuance of memorandum for Implementation	Allan S. Caguioa, Chief, Physical Plant	Sabdani J. Bulante Hall	1 day
		Implement the Project	Moh. Noe Jamaluddin, Foreman	Sabdani J. Bulante Hall	15 day
END OF TRANSACTION					

PHYSICAL PLAN OFFICE

Service: Processing of Negotiated Projects

Client: Pakyaw Construction

Requirements: Pakyaw Contract

Fees: Notarial Fee

Total/Maximum Duration of Activity 5 days

How to Avail of the Services:

No.	Client Step	Agency Action	Office/Person Responsible	Location of Office	Duration of Activity
1	Submit Intent to Contract Project	Evaluate the Intent	Allan S. Caguioa, Chief, Physical Plant	Sabdani J. Bulante Hall	2 days
		Prepare the Contract	Allan S. Caguioa, Chief, Physical Plant	Sabdani J. Bulante Hall	2 days
		Approve the Contract	Chancellor	Sabdani J. Bulante Hall	1 day
END OF TRANSACTION					

BIDS AND AWARD COMMITTEE

Service: Processing of Bidding Project

Client: Contractor

Requirements: RA 9184 Standard Document

Fees: P 5,000.00/Set

Total/Maximum Duration of Activity 45 days

How to Avail of the Services:

No.	Client Step	Agency Action	Office/Person Responsible	Location of Office	Duration of Activity
1	Submit Letter of Intent to Pre-qualify	Evaluate the Contractor's Documents	Bids & Award Committee (BAC)	Sabdani J. Bulante Hall	5 day
		Issue Plan/Program of work and RA 9184 Forms to qualified Contractors	Allan S. Caguioa, Chief, Physical Plant	Sabdani J. Bulante Hall	2 day
		Make official information for Pre-Bid Conference Schedule	BAC Chairman	Sabdani J. Bulante Hall	2 day
		Pre-Bid Conference Proper	BAC	Sabdani J. Bulante Hall	1 day
		Make official information of bidding schedule	BAC Chairman		2 day
		Conduct bidding process	BAC		1 day
		Award of contract to the Winning Bidder	BAC Chairman	Sabdani J. Bulante Hall	1 day
		END OF TRANSACTION			

GENERAL ADMINISTRATION

Service: Issuance of Administrative Clearance

Client: MSU-TCTO Employees

Requirements: None

Fees: None

How to Avail of the Services:

No.	Client Step	Agency Action	Office/Person Responsible	Location of Office	Duration of Activity
1	Apply for clearance	Approve or disapprove	Director for Administration	Sabdani J. Bulante Hall	5 Minutes
END OF TRANSACTION					

HUMAN RESOURCE MANAGEMENT OFFICE (HRMO)

Service: Issuance of Certificate of Take Home Pay, Service Record, Certificate of Employment

Client: MSU-TCTO Employee

Requirements: Employer's ID

Fees: P 10.00

Total/Maximum Duration of Activity 30 Minutes

How to Avail of the Services:

No.	Client Step	Agency Action	Office/Person Responsible	Location of Office	Duration of Activity
1	Request for Certificate of Take Home Pay, Service Record, Certificate of Employment	Prepare the certification	Hamilcar Buddin/Joseph Ablong	Sabdani J. Bulante Hall	5 Minutes
		Prints the Certification	Hamilcar Buddin/Joseph Ablong	Sabdani J. Bulante Hall	2 Minutes
		Signs the Certification	Conception M. Go, Chief, HRMO	Sabdani J. Bulante Hall	2 Minutes
		Releases the Certification	Hamilcar Buddin	Sabdani J. Bulante Hall	1 Minute
END OF TRANSACTION					

HUMAN RESOURCE MANAGEMENT OFFICE (HRMO)

Service: Issuance of Certificate of Take Home Pay, Service Record, Certificate

Client: MSU-TCTO Employee

Requirements: Employer's ID

Fees: P 10.00

Total/Maximum Duration of Activity 30 Minutes

How to Avail of the Services:

No.	Client Step	Agency Action	Office/Person Responsible	Location of Office	Duration of Activity
1	Submit DTR/FSR	Checks attendance of employee	Abdulwahab Abdilla	Sabdani J. Bulante Hall	1 day
		Enter the name of employees in the payroll accounting and check loan deduction	Hamilcar Buddin/Joseph Ablong	Sabdani J. Bulante Hall	3 day
		Print Payroll	Hamilcar Buddin/Joseph Ablong	Sabdani J. Bulante Hall	½ Minutes
		Recheck Payroll	Hamilcar Buddin	Sabdani J. Bulante Hall	1 day
		Sign Payroll	Conception M. Go, Chief HRMO	Sabdani J. Bulante Hall	30 Minutes
		Submit Payroll to the Accounting Office for processing	Hamilcar Buddin	Sabdani J. Bulante Hall	2 Minutes
END OF TRANSACTION					

INFIRMARY

Service: Dental Services

Client: MSU-TCTO Constituents

Requirements: None Fees:

None Total/Maximum Duration of

Activity: **How to Avail of the**

Services:

No.	Client Step	Agency Action	Office/Person Responsible	Location of Office	Duration of Activity
1	Visit the Dentist	Set Appointment for Dental Procedure	School Dentist	College Infirmary	5 Minutes
		Conduct Dental Examination and taking vital signs	School Dentist	College Infirmary	10 Minutes
		Perform actual Dental Extraction or any dental procedure	School Dentist	College Infirmary	1 Hour/1½Hour
		Prescribe medication	School Dentist		10 Minutes
		Perform additional Dental Examination/Drug Prescription	School Dentist	College Infirmary	10 Minutes
END OF TRANSACTION					

INFIRMARY

Service: Non-medical/Process for Maternity/vacation leaves

Client: MSU-TCTO Constituents

Requirements: Identification Card

Fees: None

Total/Maximum Duration of Activity 10-15 minutes

How to Avail of the Services:

No.	Client Step	Agency Action	Office/Person Responsible	Location of Office	Duration of Activity
1	Secure Leave Form (for signing)	Signing of necessary documents (Retirement, maternity leave)	Medical Officer	College Infirmary	10 Minutes
END OF TRANSACTION					

INFIRMARY

Service: Dental Services

Client: MSU-TCTO Constituents

Requirements: None Fees:

None Total/Maximum Duration of Activity

1 day **How to Avail of the Services:**

No.	Client Step	Agency Action	Office/Person Responsible	Location of Office	Duration of Activity
1	Consults with the Doctor	Conduct Physical Examination	Medical Officer	College Infirmary	30 Minutes
		Take vital sign of the patient	Nurse	College Infirmary	
	Advice the patient to take medication Follows up Consultation	Prescribe medicines	Medical Officer	College Infirmary	Same day
		Conduct Examination/Additional Prescription	Medical Officer	College Infirmary	30 Minutes
END OF TRANSACTION					

SECURITY FORCE

Service: Addressing complaints concerning campus security

Client: MSU-TCTO Constituents

Requirements: None

Fees: None

Total/Maximum Duration of Activity 30 Minutes

How to

No.	Client Step	Agency Action	Office/Person Responsible	Location of Office	Duration of Activity
1	Submit letter of complaint present verbal complaints	Receive and record complaints	Desk Officer	Sabdani J. Bulante Hall	2 Minutes
		Conduct initial Investigation on both parties corned	Chief, Security Force	Sabdani J. Bulante Hall	30 Minutes/ 1 Hour
		Make progress report	Chief, Security Force		10 Minutes
		Make recommendations	Chief, Security Force	Sabdani J. Bulante Hall	5 Minutes
END OF TRANSACTION					