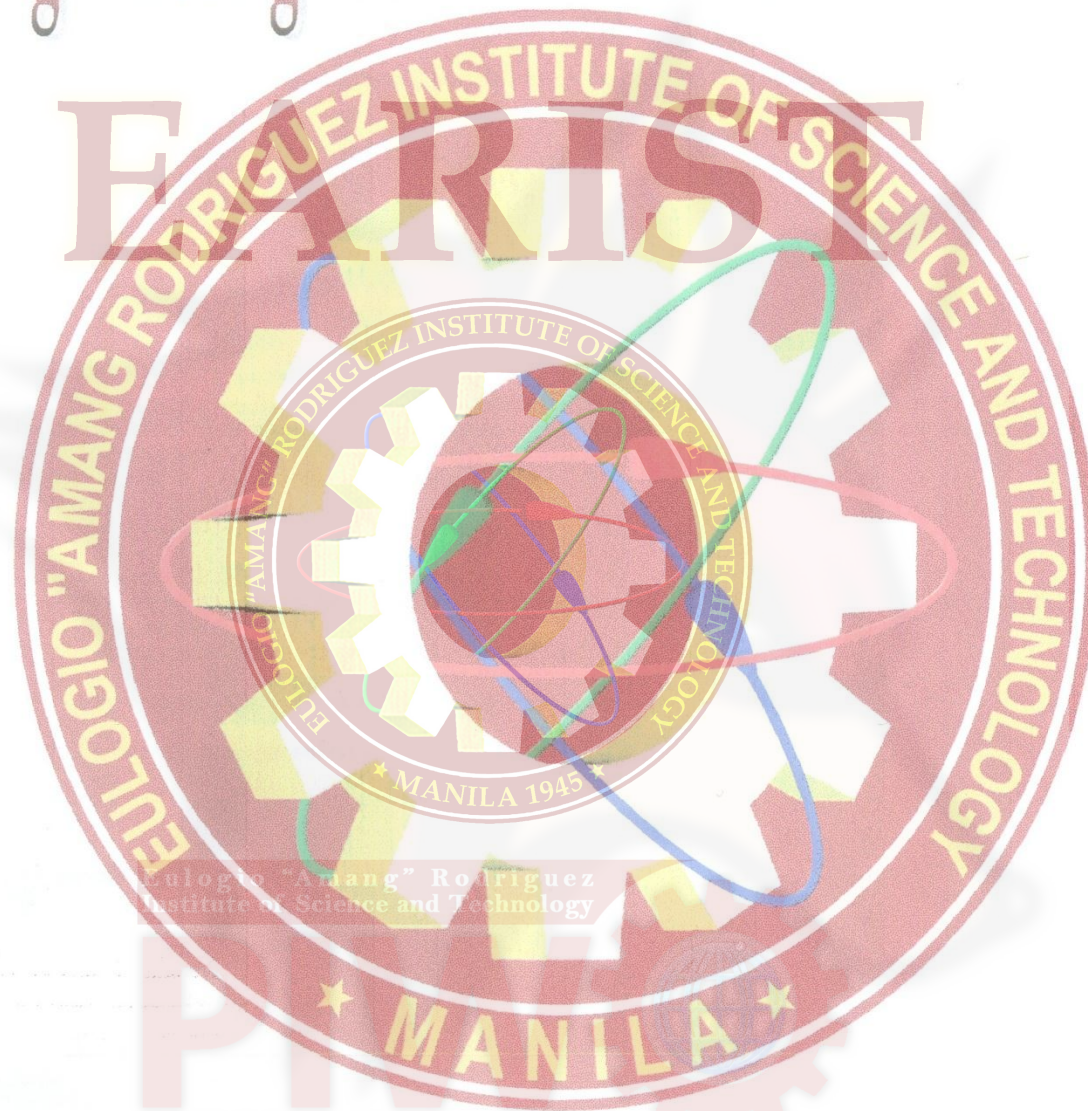


Eulogio "Amang" Rodriguez Institute of Science and Technology



CITIZEN'S CHARTER

Memorandum Order No. 050 - 09
IMPLEMENTING THE CITIZEN'S CHARTER

Pursuant to R.A. No. 9485, otherwise known as the Anti-Red Tape Act, requiring all government agencies including state universities and colleges that provide frontline services to set up their respective Citizen's Charter, the Citizen's Charter is hereby adopted for implementation.

I. Mainstreaming the Citizen's Charter.

To ensure that the Citizen's Charter is effectively implemented and sustained, management shall initiate the development of an implementation plan to include the following activities:

1. Promoting and popularizing the citizen's charter;
2. Formulating an incentive system for performing front liners and other personnel in coordination;
3. Ensuring regular training of front liners and other personnel;
4. Enforcing penalties for non-compliant personnel;
5. Monitoring compliance of front liners and employees to service standards; and
6. Conducting periodic systems review, revision and updating of the citizen's charter.

II. Roles and Responsibilities

To promote transparency and accountability, and efficient and effective service delivery:

1. The President together with the three Vice-Presidents shall provide oversight and advisory functions to the different offices in charge of delivering the frontline services.
2. The different Deans, Directors and Chiefs of Offices in-charge of delivering the frontline services enumerated in the Citizen's Charter should ensure compliance to the service standards established.
3. The respective offices are tasked to take the lead in undertaking the following:

ADMINISTRATIVE SERVICES	-	Promoting and popularizing the Citizen's Charter
HUMAN RESOURCE MANAGEMENT SERVICE	-	Integrating Citizen's Charter Implementation in Performance Management System, including formulating an incentive system for performing front liners and enforcing penalties for non-compliant personnel.
	-	Ensuring regular training of front liners and other personnel
DEANS and DIRECTORS	-	Monitoring compliance of front liners and employees to service standards
PRESIDENT & THREE (3) VICE-PRESIDENTS	-	Conducting periodic systems review, revision and updating of the citizen's charter.

III. Funding

Monetary requirements for its activities and outputs shall come from EARIST operational budget as mandated by R.A. #9485.

IV. Effectivity

This order takes effect on September 18, 2009.

Compliance is hereby enjoined


Dr. EDUARDO S. CAILLO
President

Eulogio "Amang" Rodriguez
Institute of Science and Technology

Public Information and Web Office

PERFORMANCE PLEDGE EARIST

We, the Officials and Employees of the Eulogio “Amang” Rodriguez Institute of Science and Technology commit to:

- E** — Efficiently and courteously serve clients with proper identification from Monday until Friday from 8:00am to 5:00pm without break.
- A** — Accurately ensure that Service Standards are met and proper communications are sent to clients without delay or inconvenience at the Frontline Service.
- R** — Respectfully respond and attend immediately to any problem or complaint received and filed by the clients.
- I** — Instantly device solutions or answers to any queries, complaints in the shortest time possible.
- S** — Systematically look at every detail to facilitate prompt and efficient service.
- T** — Technically maneuver programs adapted globally to ensure customer satisfaction.

Feel free to visit the school that truly cares for the future generation through our website www.earist.edu.ph or you may contact us at Telefax No. 714 – 71 78, 715 – 13 19, 715 – 15 50.

Public Information and Web Office

VISION

EARIST is envisioned to be a center of excellence in trade, business, arts, sciences and technology education.

Performance & Redress Mechanism

Please let us have your view on how we have served you thru any of the following:

- Filling in a Feedback form available at the front desk located at any offices and put it in a drop box;
- Writing an email (earisthrms@gmail.com) addressed to the Human Resource Management Services (HRMS) highlighting the complement or complaint; or
- Telephoning us at 714 – 7178.

If you wish to discuss something regarding a complaint, kindly let the assigned Officer of the day know how he/she may be able to help you.

Turn out vocationally, technically, technologically, and scientifically trained graduates who will be economically productive, self – sufficient, effective, responsible and disciplined citizens of the Philippines.

THANK YOU for helping us improve our services. **Your view is important to us.**

Eulogio "Amang" Rodriguez Institute of Science and Technology

PIWO
Public Information and Web Office

C. Evaluation of Grades/Earned	Apply for Evaluation of Grades Verifies lacking grades/deficiency	Registration Forms Classcards Curriculum Checklist Credentials & other SARMS Forms Faculty Grades Sheets	Student Records In-charge	Student Registrar's Office Records In-charge Dean's Office	Application for Evaluation Curriculum Checklist	none	10-30 mins
D. Request for SARMS FORMS							
1. Transcript of Records	Accomplish TOR Application Form Pay corresponding fees	Clearance as to submitted credentials Official Receipt	Student Other school & agency	Registrar's Office Dean's Office Cashier's Office	Transcript of Records Official receipt	40.00	10 days to 1 month
2. Certification of Grades/Units Earned	Accomplish request for Cert. Pay corresponding fees	Clearance as to submitted credentials Official Receipt	Student Other school & agency	Registrar's Office Dean's Office Cashier's Office	Certification of Grades Official receipt	10.00	1 to 10 days
3. Certification of Good Moral Character	Accomplish request for Cert. Pay corresponding fees	Official Receipt	Student Other school & agency	Registrar's Office Dean's Office Cashier's Office Guidance Services	Good Moral Character Official receipt	10.00	30 mins
4. Honorable Dismissal & Copy of	Accomplish request form Pay corresponding fees	Accounting & Deans Clearance Parent/Guardian Consent I.D.	Student Other school	Registrar's Office Dean's Office Cashier's Office	Honorable Dismissal Copy of Grades Good Moral	10.00	10 days
5. Completion Form	Present Incomplete Classcard Pay corresponding fees	Completion allowed within 1 year period	Student	Registrar's Office Dean's Office Cashier's Office Concerned Faculty	Completion Form	10.00	5 mins
6. Change/Additional subject Form	Accomplish request form Pay corresponding fees	Advisement Slip Approved by respective College Deans	Student	Registrar's Office Dean's Office Cashier's Office	Change/Additional subject	10.00	5 mins
7. Permit to Cross Enroll	Accomplish request form Pay corresponding fees	Recommendation from respective College Dean Official Receipt	Student Other school	Registrar's Office Dean's Office Cashier's Office	Permit to Cross Enroll	20.00	30 mins
8. Student Identification Card	Accomplish request form Pay corresponding fees	For New Student / Renewal of ID: Registration Form Official Receipt	Student		Student ID	100.00	30 mins
		Replacement - Lost ID Clearance & Affidavit of Loss Official Receipt & Reg. Forms					
9. Authentication of Records		Original & Photocopy of Diploma, Transcript	Student	Registrar's Office Cashier's Office		20.00	10 mins
10. Verification of Scholastic Records/ School Attendance / Graduation	Accomplish request form	Submit request for verification Authorization Letter from the student	Different Agencies	Registrar's Office Requesting Agency		none	10 - 30 mins
11. Issuance of Diploma & Certificate	Accomplish request form	List of Graduates Promotional Report I.D.	Student	Registrar's Office	Diploma / Certificates		10 mins

Eulogio "Amang" Rodriguez
Institute of Science and Technology

PIWO
Public Information and Web Office

HUMAN RESOURCE MANAGEMENT OFFICE (HRMO) - RECRUITMENT & PLACEMENT

(Based from Website Publication)

Service: Recruitment and Placement of Regular Faculty

Qualification Standard *(Regular Faculty) Instructor I*

Education: Bachelor's degree in the area of specialization;

Eligibility: None required except for those covered by RA 1080.

Requirements

Application Letter addressed to the President

Resume

Diploma & Transcript of Record (TOR)

Certificate of Employment *(Previous or Present)*

Certificate of Trainings

Certificate of Eligibility

Any of the following: Police Clearance, NBI Clearance, Clearance from previous employment

Service: Recruitment and Placement of Part - Time Faculty

Qualification Standard *(Part - Time Faculty)*

Education: Bachelor's degree in the area of specialization;

Experience: None required;

Training: None required; and

Eligibility: None required except for those covered by RA 1080.

Requirements

Application Letter addressed to the President

Resume

Diploma & Transcript of Record (TOR)

Certificate of Employment *(Previous or Present)*

Certificate of Trainings

Certificate of Eligibility

Any of the following: Police Clearance, NBI Clearance, Clearance from previous employment

Service: Recruitment and Placement of Non - Teaching Personnel

Qualification Standard (Non - Teaching Personnel) Administrative Aide III (Clerk I)

Education: Completion of two years studies in college

Experience: None Required

Training: None Required

Eligibility: Career Service (Subprofessional) First Level Eligibility.

Note: Instructor I and Administrative Aide III are the lowest rank entry (Academic and Non - Academic). Application standard of other vacant positions are available upon publication of vacancies at the EARIST website as you can refer to Qualification Standard issued by the CSC.

Schedule of Availability of Service:

Monday - Friday, 8:00 a.m. to 5:00 p.m.

Fees: None

Total/Maximum Duration of Process: 1 - 2 Weeks

How to avail of the service:

<u>STEP</u>	<u>APPLICANT</u>	<u>AGENCY ACTION</u>	<u>DURATION</u> (UNDER NORMS)	<u>FORM(S)</u>	<u>FEE</u>	<u>IN CHARGE</u>
1	Submit the application letter and resume together with other requirements	Accept and review the documents submitted, conduct preliminary interview and inform the applicant that he/she will be telephoned 2 days after submission of application to sit for the Psychological Test.	10 minutes	none	none	Mrs. Bernadette P. Catalan (OIC)
2	Take the required examinations	Administer the examinations	4 hours	none	none	Mr. Joselito B. Cadatal
	Wait for further instructions after taking the examination	Inform the applicant(s) when will the result be released (normally the following day after taking the exam) and briefly explain the next step after getting the result	2 minutes	none		
3		(1) Analyze results of the examinations, prepare the psychological report with recommendation duly signed and forward this to the HRMO for further evaluation	1 hour	none		Mr. Joselito B. Cadatal

4		Receive and re-examine results of the examination and recommendation from the Psychometrician then prepare shortlisting of qualified applicants to be submitted to the respective College department.		none		Mrs. Bernadette P. Catalan (OIC)
5	Proceed to the College concerned	(1) Receive the application from the HRMO and evaluation report. Conduct screening of the documents and interview the applicant(s).	30 minutes	none	none	Dean
	Wait for further instructions after taking the examination	(2) Advise the successful applicant(s) when will the teaching demonstration be held and where. Normally this is done 2 days after the initial ranking is done.		none	none	
		(3) Inform and discuss with the Personnel Selection Board (PSB) Academic formalities regarding teaching documentation and teaching demonstration of the applicant and to prepare initial ranking sheet containing the names of the applicants based from their education, experience, eligibility.		none	none	Department Head/Dean and the PSB
6	Proceed with the presentation of teaching documentation and teaching demonstration	Department Head/Dean together with the PSB observes, interview and evaluate the applicants.	1.5 hours per applicant			Department Head/Dean

	Wait for further instructions after the teaching demonstration	Department Head/Dean and the PSB convenes and ranks the applicants based from the teaching demonstration and teaching documentation & come up with the final ranking.	2 hours			Department Head/Dean and the PSB
		A decision is normally given 2 days after the teaching demonstration took place.				
		HRMO prepares recommendation/resolution on the final selection of applicants and forward this to the Dean/VP and President (members and chairman of PSB-Academic)				Mrs. Bernadette P. Catalan (OIC)
		The resolution/recommendation is then signed by the members/composition of the PSB and the Head of the HRMO. The applicants are then telephoned and advised of the result of the selection and are requested to report to the HRMO.				
7	Applicant reports back to HRMO.	Issue list of required documents and appointment stating the name and position of the applicants including the salary. This is signed by the Head of the HRMO and the President of the Institute.	15 minutes	none	none	Mrs. Bernadette P. Catalan (OIC)

8	Applicant reports back to HRMO to submit the documents required as requested .	The applicants report for orientation & oath taking with the President and to submit the document as requested by the HRMO to complete the formalities.	3 hours			
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Procedure (Part - Time Faculty)

STEP	APPLICANT/CLIENT	SERVICE PROVIDED	DURATION (UNDER NORMAL)	FORM(S)	FEE	IN CHARGE
1	Applicant submits the application letter and resume together with the relevant documents	Accept and screen the application & documents, conduct initial interview and inform the applicant Give relevant examinations to the applicant Forward results to the department concerned for further evaluation Inform qualified applicants for another interview and teaching documentation	10 minutes 4 hours	none none	none none	Mrs. Bernadette P. Catalan (OIC) Mr. Joselito B. Cadatal
2	Applicant proceeds to the College concerned	Receive the application, conduct interview and screening, and evaluating the documents presented for a possible placement & creation of committee for teaching documentation	15 minutes	none	none	Dean
3	Applicant waits for further notice from the HRMO	none	none	none	none	none

4	Applicant reports back to HRMO	Issue requirements and prepare appointment	15 minutes	none	none	Mrs. Bernadette P. Catalan (OIC)
		Advise applicant for orientation & oath taking with the President				

Procedure (Non - Teaching Personnel)

<u>STEP</u>	<u>APPLICANT/CLIENT</u>	<u>SERVICE PROVIDED</u>	<u>DURATION (UNDER NORMAL)</u>	<u>FORM(S)</u>	<u>FEE</u>	<u>IN CHARGE</u>
1	Applicant submits the application letter and resume together with the relevant documents	Accept the application and conduct initial screening Indorse the application to the department concerned for another screening	5 minutes	none	none	Mrs. Bernadette P. Catalan (OIC)
2	Applicant proceeds to the department concerned	Receive the application, conduct screening, and evaluating the documents presented for a possible placement	15 minutes	none	none	Department Head Concerned
		Return application of successful applicants to HRMO for examination				
3	Applicant reports back to HRMO	Give relevant examinations to the applicant	4 hours	none	none	Mr. Joselito B. Cadatal
		Forward results to the department concerned				

		Inform qualified applicants for final interview				
4	Applicant waits for further notice from the HRMO	<p>none</p> <p>HRMO prepares ranking sheet and convenes the Personnel Selection Board Non - Academic (PSB Non - Academic) for evaluation of the qualified applicants according to their education, experience, eligibility, interviews, etc.</p> <p>HRMO prepares final ranking sheet. PSB determines qualified applicants to be used as basis of the appointing authority</p>	none	none	none	none
		HRMO prepares recommendation of selected applicants to be signed by the head of the office concerned/VP and appointing authority				
		Advise applicant to report to the HRMO				
5	Applicant reports back to HRMO	<p>Issue requirements and prepare appointment</p> <p>Advise applicant for orrientation & oath taking with the President</p>	15 minutes	none	none	Mrs. Bernadette P. Catalan (OIC)

Procedure (Job Order & Casual)

STEP	APPLICANT/CLIENT	SERVICE PROVIDED	DURATION (UNDER NORMAL)	FORM(S)	FEE	IN CHARGE
1	Applicant submits the application letter and resume together with the relevant documents	Accept the application and conduct initial screening Indorse the application to the department concerned for another screening	5 minutes	none	none	Mrs. Bernadette P. Catalan (OIC)
2	Applicant proceeds to the department concerned	Receive the application, conduct screening, and evaluating the documents presented for a possible placement	15 minutes	none	none	Department Head Concerned
		Return application of successful applicants to HRMO for examination				
3	Applicant reports back to HRMO	Give relevant examinations to the applicant	4 hours	none	none	Mr. Joselito B. Cadatal
		Forward results to the department concerned				
		Inform qualified applicants for final interview				
4	Applicant waits for further notice from the HRMO	none	none	none	none	none
		Advise applicant to report to the HRMO				

5	Applicant reports back to HRMO	Issue requirements and prepare appointment Advise applicant for orientation & oath taking with the President	15 minutes	none	none	Mrs. Bernadette P. Catalan (OIC)
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ISSUANCE OF SERVICE RECORD AND OTHER PERTINENT DOCUMENTS

<u>STEP</u>	<u>APPLICANT/CLIENT</u>	<u>SERVICE PROVIDED</u>	<u>DURATION (UNDER NORMAL)</u>	<u>FORM(S)</u>	<u>FEE</u>	<u>IN CHARGE</u>
<u>SERVICE RECORD</u>						
1	Applicant proceeds to the HRMO	Prepare Service Record to be signed by the HRMO	5 minutes	Request Form	none	Mr. Teodoro P. Penalba
<u>CERTIFICATE OF EMPLOYMENT</u>						
1	Applicant proceeds to the HRMO	Prepare Certificate of Employment to be signed by the HRMO	5 minutes	Request Form	none	Mr. Teodoro P. Penalba
<u>DTR PRINTOUT</u>						
1	Applicant proceeds to the HRMO	Prepare DTR Printout from Biometric	5 minutes	Request Form	none	Mr. Teodoro P. Penalba
<u>SERVICE CREDIT AND LEAVE UPDATE</u>						
1	Applicant proceeds to the HRMO	Prepare Service Credit and Leave update	10 minutes	Request Form	none	Mr. Joselito B. Cadatal (National Paid)

						Mrs. Erlinda J. Cadiz (City Paid)
FILING OF LEAVE						
1	Applicant proceeds to the HRMO	Process the leave application	15 minutes	Form 6	none	Mr. Joselito B. Cadatal (National Paid) Mrs. Erlinda J. Cadiz (City Paid)
2	Applicant proceeds to the HRMO	Issue copy of approved leave	5 minutes	Form 6	none	Mr. Joselito B. Cadatal (National Paid) Mrs. Erlinda J. Cadiz (City Paid)
RETIREMENT						
1	Applicant proceeds to the HRMO	Inform the applicant of the needed documents for retirement Process the retirement papers upon submission of documents & prepare transmittal to be provided to GSIS or City Hall	5 minutes 20 Minutes	Retirement Form	none	Mrs. Merlyn M. Froilan
PAGIBIG/GSIS/PHILHEALTH MEMBERSHIP						
1	Applicant proceeds to the HRMO	Issuance of membership form to applicant and giving of instructions for payer filling up	5 minutes	PAGIBIG GSIS PHILHEALTH	none	Mrs. Merlyn M. Froilan

		Inform & Furnish applicant of the approved application/policy	none			
<u>LOANS, WELFARE ASSISTANCE & OTHER BENEFITS</u>						
1	Applicant proceeds to the HRMO	Issuance of form and giving of advices, instructions, duration of process	5 minutes	PAGIBIG/ GSIS/PHILHE ALTH Form	none	Mrs. Merlyn M. Froilan
		Inform applicant of the approved loan, assistance, benefits, etc	none			
<u>SEMINAR/TRAINING OUTSIDE</u>						
1	Applicant proceeds to the HRMO	Publish in conspicuous places invitation by CSC or by other government and private agencies	5 minutes	Locator Slip	none	Mr. Joselito B. Cadatal
		Recommend qualified employee for the seminar/training				
<u>SEMINAR/TRAINING INSIDE</u>						
1	Applicant proceeds to the agreed venue	Conduct Training/Seminar to the employees vital to the development and empowerment	none	none	none	Mrs. Bernadette P. Catalan (OIC)
		Assess the impact of the training/seminar & reinforce implementation of the suggested personnel improvement				
<u>SCHOLARSHIP PROGRAM</u>						
1	Applicant proceeds to the HRMO	Evaluate applicant as to his qualifications and capabilities		Scholarship Form	none	Mr. Joselito B. Cadatal
		Give the required documents		Scholarship Agreement		

		Discuss terms and conditions				
		Inform applicant of the approved scholarship/study grant				

ISSUANCE OF DOCUMENTS OUTSIDE THE INSTITUTE

<u>STEP</u>	<u>APPLICANT/CLIENT</u>	<u>SERVICE PROVIDED</u>	<u>DURATION (UNDER</u>	<u>FORM(S)</u>	<u>FEE</u>	<u>IN CHARGE</u>
<u>CITY PERSONNEL (Manila City Hall)</u>						
<u>VACATION & SICK LEAVE BALANCE</u>						
1	Request thru memo the Vacation & Sick Leave Balance	Prepare the documents required	none	none	none	Mrs. Erlinda J. Cadiz
<u>LIST OF VACANCIES</u>						
1	Request thru memo the List of Vacancies	Prepare the documents required	none	none	none	Mrs. Annie A. Dimaguila
<u>PERSONNEL PROFILE</u>						
1	Request thru memo the Personnel Profile	Prepare the documents required	none	none	none	Mrs. Annie A. Dimaguila
<u>LONGIVITY PAY</u>						
1	Request thru memo the Longivity Pay prepared each year	Prepare the documents required	none	none	none	Mr. Teodoro P. Penalba
<u>DEPARTMENT OF BUDGET & MANAGEMENT (DBM)</u>						
<u>PERSONNEL SERVICE ITEMIZATION & PLANTILLA OF PERSONNEL (PSI - POP)</u>						
1	Request thru memo the Plantilla	Prepare the documents required	none	none	none	Mrs. Annie A. Dimaguila

EULOGIO "AMANG" RODRIGUEZ INSTITUTE OF SCIENCE AND TECHNOLOGY
OFFICE OF THE PROPERTY MANAGEMENT AND PROCUREMENT SERVICES

Schedule of Service
Mondays to Fridays

Time
7am to 6 pm.

Step	Applicant/Client	Agency Action	Purpose	Duration of Activity (under normal circumstances)	Person In Charge	Fees	Form
ACCEPTANCE OF DELIVERY							
1	Present Delivery Receipt/Sales Invoice/Copy of Purchase Order to Receiving clerk	Verify delivery with agency purchase order	Check correctness of delivery	Total of 15 mins.	Stock/Receiving Clerk	None	Delivery Receipt
		If delivery is inconsistent with agency's PO, what will happen....(Outright rejection of items)		Depend on quantity of delivery			
		If it is consistent with the PO, confirm the delivery (Accept the delivery)					
2	Acknowledge receipt of signed delivery receipt?	Signed delivery receipt (?) Items goes to stockroom					
3	Give the goods to the stock clerk	Accept delivery of goods					
ISSUANCE OF SUPPLIES							
1	Secure RIS (Requisition and Issue Slip)	Issuance of Requisition and Issue Slip		Total of 15 mins.	Stock clerk	NONE	RIS
2	Submit accomplished RIS	Verify availability of requested items					
		If stock is not available, marked out of stock on the RIS and recommend for purchase					
		If available, Prepare items for issuance		Depend on quantity of			
3	Acknowledge receipt	Supplies released to requestor					
ISSUANCE OF EQUIPMENT							
1	Secure and Fill-out RIS	Issue RIS		20 mins.	Stock clerk	None	R.I.S.

2	Submit accomplished RIS	Verify availability of requested equipment					
		If not available. Mark items not available and recommend for purchase.					
		If available. Prepare equipment for release together with the Acknowledgement Receipt for Equipment (ARE)	Preparation of ARE				
3	Signed Acknowledge Receipt for Equipment (ARE) and RIS form.	Release equipment after presenting the signed RIS and ARE by the requestor					
	ISSUANCE OF GATE PASS						
1	Secure and accomplish gate pass form	Issue gate pass form	To determine ownership	15 mins.	Chief PMPS	None	Gate Pass
2	Submit accomplished form	Verify item's property ownership					
		Check item/s from masterlist/inventory and do physical checking					
		If item/s is owned by EARIST - Recommend for approval by the authority (Dir. Admin. Services)					
		If item/s is not owned by EARIST - Request proof of ownership with the requestor and evaluate					
		Sign the gate pass once cleared					
3	Acknowledge receipt of the signed gate pass	Release the approved/signed Gate Pass to the requestor					
	PROPERTY CLEARANCE						
1	Submit request for property clearance	Verify request for clearance. Determine nature of clearance whether GENERAL (Retirement/Resignation/Transfer, Leave) and for PVP purposes		15 Mins.	Chief of PMPS	None	General/ PVP Clearance
		Verify accountability based on the records (ARE) of the person concerned					
		If there is no accountability prepare clearance certificate					
2	Acknowledge receipt of clearance certificate	Issue clearance certificate at once					

3	Acknowledge receipt of list of accountabilities	If there is accountability, give to the requestor the list of property he/she needs to surrender/return/ transfer to other person/s subject to dept/college head's approval. In case the item/s was lost settlement/payment must be made. (Subject to authorities/COA's recommendation on payment schedule)				
4	Clear all accountabilities (surrender, pay or transfer property)	Once cleared of all accountabilities, issuance of clearance certificate will follow.				
5	Acknowledge receipt of clearance certificate	Issue clearance certificate				
1	REQUEST FOR RELIEF OF ACCOUNTABILITY	After exhausting all efforts to find the lost item/accountability and still unsuccessful, the end-user's next action is to request relief of accountability				
2	Prepare and submit a letter request of relief of accountability together with the supporting documents (In-house security report, police report, affidavit of 2 dis-interested persons, personal affidavit, photocopy of ARE) to COA copy furnished the Administration	Acknowledge receipt of documents	Depend on COA Action	Resident Auditor	None	None
3	Wait for COA decision	Review completeness of documents				
		Prepare transmittal letter to COA				
		Wait for COA decision				
		If COA's decision was approved				
		without "Amang" Rodriguez				
		Insider (Immediately informology				
		requestor of the grant of relief)				
		If COA's decision were denied for lack				
		of probable cause to grant relief and				
		has recommended settlement.				
		Inform requestor of settlement				
		imposed by COA				
4	Acknowledge receipt of the COA decision	Wait for end-user settlement and inform authorities of the action.				

	REQUEST FOR COPY OF ACCCOUNTABILITY						
1	Submit request/letter for copy of accountability	Acknowledge receipt of request		15 minutes	Clerk	None	None
		Verify employee/s accountability on file, If requestor has accountability prepare photocopy of A.R.E.					
2	Acknowledge receipt of photocopy of ARE	Release photocopied ARE to requestor					

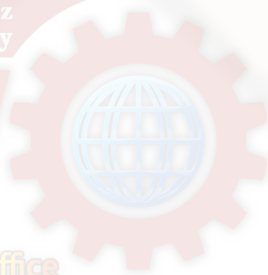
EARIST



Eulogio "Amang" Rodriguez
Institute of Science and Technology

PIWO

Public Information and Web Office



Constitutional and Statutory Principles of Public Service Delivery

Philippine Constitution of 1987

Article II Section 27.

"The State shall maintain honesty and integrity in the public service and take positive and effective measures against graft and corruption."

Article XI Section 1.

Public Office is a Public Trust. Public officers and employees must at all times be accountable to the people, serve them with utmost responsibility, integrity, loyalty and efficiency, act with patriotism and justice, and lead modest lives."

Constitutional and Statutory Principles of Public Service Delivery

Republic Act No. 6713

"Code of Conduct and Ethical Standards for Public Officials and Employees"

Section 5. Duties and responsibilities of Public Officials and Employees

- Act promptly on letters and requests
- Process documents and papers expeditiously
- Act immediately on the public's personal transactions
- Make documents accessible to the public

Constitutional and Statutory Principles of Public Service Delivery

Office of the President Memorandum Circular No. 35

(Dated March 17, 2003)

"Publication of Service Guides and Work Flowcharts"

- Agency Service Guide contains the mandate of the agency, the services it renders, requirements and fees.
- Agency Workflow Charts contain the simple but complete procedures in availing of the services of the agency

RULES ON FRONTLINE SERVICES

- **Action of offices: five (5) working days for simple transaction and ten (10) for complex transactions**
[R.A. No. 9485 Sec. 8 Paragraph B (1)]
- **Denial of request to access government service must be explained in writing**
- **Maximum of five signatures for each document**
[R.A. No. 9485 Sec. 8 Paragraph d]
- **Frontline service even during lunch break and after regular working hours**
- **Wearing of official identification card when transacting with public**
- **Establishment of public assistance/complaints desk**

Public Information and Web Office

FEEDBACK FORM

Please let us have your view on how we have served you by filling in this form. You may state what you wish to inform us by ticking the corresponding box(es). It maybe a complement, complaint, or suggestions.

Date : _____

Name (Optional) : _____ Office : _____

☐ Complement

☐ Complaint

☐ Suggestion

Eulogio "Amang" Rodriguez
Institute of Science and Technology

Public Information and Web Office



Republic of the Philippines
CIVIL SERVICE COMMISSION
National Capital Region

CSC Field Office
Malacañang, Manila

July 20, 2009

Dr. EDUARDO S. CAILLO

President

Eulogio "Amang" Rodriguez Institute of Science & Technology

Nagtahan, Sampaloc

Manila

Dear President Caillo:

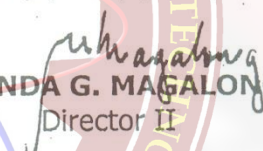
Congratulations!

EARIST is among the first batch of state universities and colleges which have initially completed their Citizen's Charter for frontline services.

We acknowledge receipt of three (3) copies of your Citizen's Charter covering the frontline services of the Human Resource Management Office, Property Management and Procurement Services, and Registrar's Office.

Thank you for your commitment and continuing support to eliminate red tape and improve frontline service delivery.

Very truly yours,


ERLINDA G. MAGALONG
Director II

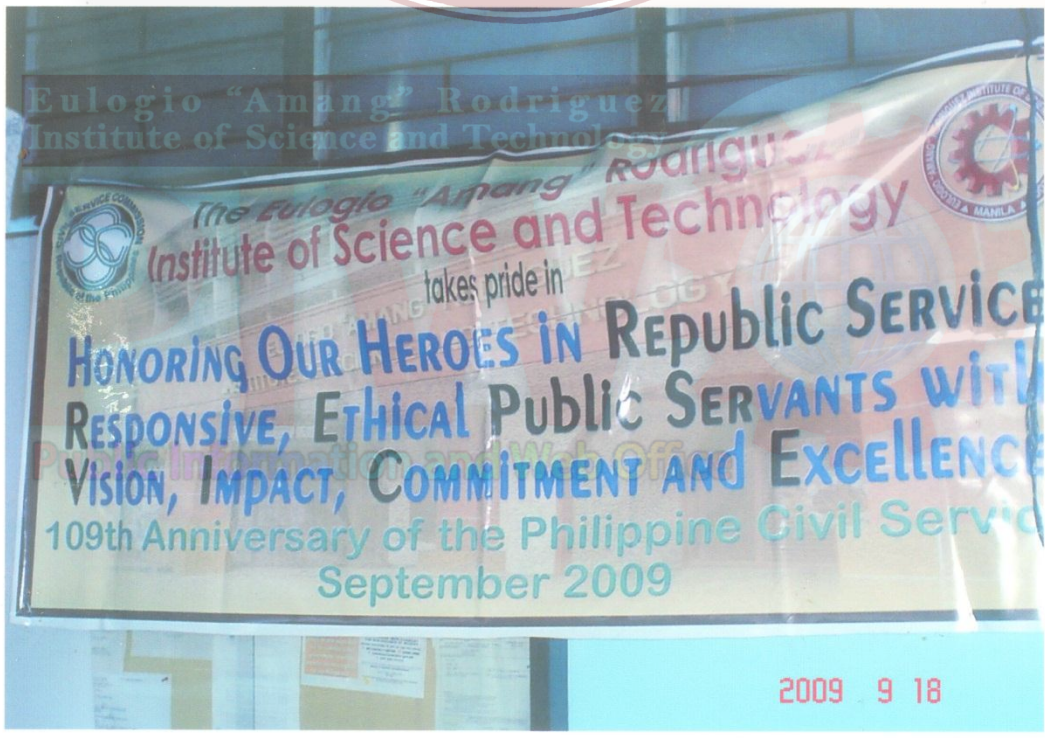
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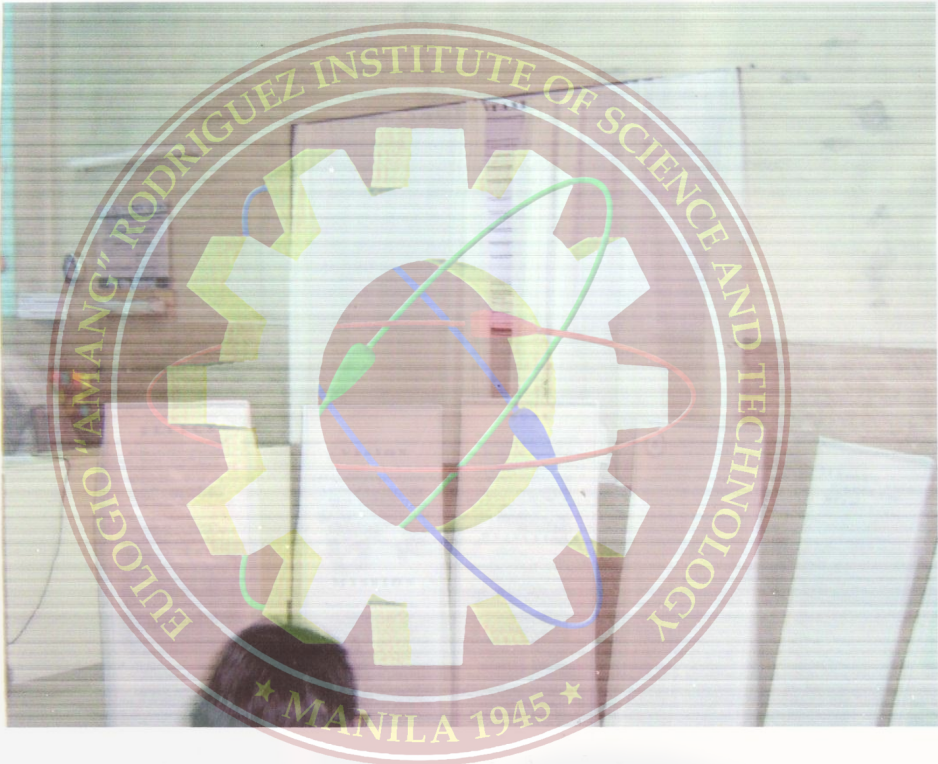
Executive Secretary Eduardo R. Ermita
Office of the President

**Eulogio "Amang" Rodriguez
Institute of Science and Technology**

PIWO
Public Information and Web Office







EARIST







EARLIST



EARLIER





EARIST





EARLIST



Constitutional and Statutory Principles of Public Service Delivery

Philippine Constitution of 1987

Article II Section 27.

"The State shall maintain honesty and integrity in its public service and take positive and effective measures against graft and corruption."

Article XI Section 1.

"Public Office is a Public Trust. Public officers and employees must at all times be accountable to the people, serve them with utmost responsibility, integrity, loyalty, and efficiency, act with patriotism and justice, and lead modest lives."

Constitutional and Statutory Principles of Public Service Delivery

Republic Act No. 6713

"Code of Conduct and Ethical Standards for Public Officials and Employees"

Section 6. Duties and Responsibilities of Public Officials and Employees

Act promptly on letters and requests.

Process documents and reports expeditiously.

Accommodate on the spot the public and act on their requests.

Respond to public inquiries.

Produced by:
EULOGIO "AMANG" RODRIGUEZ
INSTITUTE OF SCIENCE AND TECHNOLOGY
Nagtahan, Sampaloc, Manila
Tel. No. 714 - 7178

Republic of the Philippines

EULOGIO "AMANG" RODRIGUEZ

INSTITUTE OF SCIENCE AND TECHNOLOGY

Nagtahan, Sampaloc, Manila



EULOGIO "AMANG" RODRIGUEZ
INSTITUTE OF SCIENCE AND TECHNOLOGY
(EARIST)

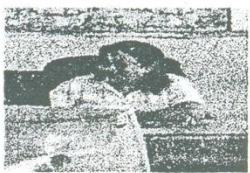


CITIZEN'S CHARTER

September 2009

Public Information and Web Office

(In compliance with the Republic Act 9485 or the Anti - Red Tape Act of 2007 passed in order to improve efficiency in the delivery of government service to the public by reducing bureaucratic red tape, preventing graft and corruption, and providing penalties therefore)

Frontline Service

Type of Front-line Service	Documentary Requirements	Office / Person Responsible			
Admission 	Step 1 Screening of Credentials	Mr. Raian B. Yano Mrs. Guillerma Belarmino Mrs. Josephine Tuvilla Mr. Christiane Villanueva Mrs. Clarinda Castillo Ms. Eva Karen Gubaton Ms. Charisse Cadag Mrs. Teresita Del Rosario	Step 4 Check /Process Accomplished ECAT Issuance of Exam Permit 30 mins	Examination Permit Official Receipt of ECAT	Mr. Raian B. Yano Mrs. Guillerma Belarmino Mrs. Josephine Tuvilla Mr. Christiane Villanueva Mrs. Clarinda Castillo Ms. Eva Karen Gubaton Ms. Charisse Cadag Mrs. Teresita Del Rosario
A. Pre-Enrolment Procedures for New Students (Entrance Exam.) Step 1 Screening of Credentials 5 mins	Original & Xerox Copy of the following For New Students: Form 138 (High School Report Card) Certificate of Good Moral Character Certificate of Live Birth (Xerox Copy)	Mr. Raian B. Yano Mrs. Guillerma Belarmino Mrs. Josephine Tuvilla Mr. Christiane Villanueva Mrs. Clarinda Castillo Ms. Eva Karen Gubaton Ms. Charisse Cadag Mrs. Teresita Del Rosario	Step 5 Examination Day 2 hrs	Examination Permit Official Receipt of ECAT	OSA - Guidance Services
Screening of Credentials Determination of available slots 5 mins	For Transferees: Transfer Credentials / Honorable Copy of Grades Certificate of Good Moral Character	Dean's Office	Step 6 Personal Interview of Student Applicant Releasing of Results 10 - 20 mins	Application for ECAT & HS Card	Dean's Office
Step 2 Payments of Entrance Fee	250.00	Cashier's Office	ENROLMENT PROPER FOR Old & New Students Step 1 - Registrar's Office Secure Registration Forms 10 mins 	Advisement Slip with approved Class Schedule including PE & NSTP Schedule Accomplish Registration Forms	Mr. Alfredo Matias Jr. Mrs. Irma Filler Mr. Raian B. Yano Mrs. Guillerma Belarmino Mrs. Josephine Tuvilla Mr. Christiane Villanueva Mrs. Clarinda Castillo Ms. Eva Karen Gubaton Ms. Charisse Cadag Mrs. Teresita Del Rosario
Step 3 Issuance of ECAT Form 5 mins 	Official receipt of Entrance Fee	Mr. Raian B. Yano Mrs. Guillerma Belarmino Mrs. Josephine Tuvilla Mr. Christiane Villanueva Mrs. Clarinda Castillo Ms. Eva Karen Gubaton Ms. Charisse Cadag Mrs. Teresita Del Rosario	Step 2 - Dean's Office for Dean & Adviser's Signature	Duly accomplished Registration Form Advisers and Deans Approval on the accomplished Registration Form Step 2 - Dean's Office for Dean & Adviser's Signature	Dean's Office
			Step 3 Financial Mgt. Division Assessment of Fees 10 - 15 mins	Duly accomplished Registration Form Accounting Clearance RE Tuition Fee	Financial Management Division

PERFORMANCE PLEDGE

We, the Officials and Employees of the Eulogio "Amang" Rodriguez Institute of Science and Technology commit to:

- E** — Efficiently and courteously serve clients with proper identification from Monday until Friday from 8:00am to 5:00pm without break.
- A** — Accurately ensure that Service Standards are met and proper communications are sent to clients without delay or inconvenience at the Frontline Service.
- R** — Respectfully respond and attend immediately to any problem or complaint received and filed by the clients.
- J** — Instantly device solutions or answers to any queries, complaints in the shortest time possible.
- S** — Systematically look at every detail to facilitate prompt and efficient service.
- T** — Technically maneuver programs adapted globally to ensure customer satisfaction.

Feel free to visit the school that truly cares for the future generation through our website www.earist.edu.ph or you may contact us at Telefax No. 714 – 71 78, 715 – 13 19, 715 – 15 50.

3. Certification of Good Moral Character Accomplish request for Cert. Pay corresponding fees 30 mins	Official Receipt 10.00	Mr. Alfredo Matias, Jr. Mrs. Irma Filler Mr. Raian B. Yano Mrs. Guillerma Belarmino Mrs. Josephine Tuvilla Mr. Christiane Villanueva Mrs. Clarinda Castillo Ms. Eva Karen Gubaton Ms. Charisse Cadag Mrs. Teresita Del Rosario
4. Honorable Dismissal & Copy of Accomplish request form Pay corresponding fees 10 days	Accounting & Deans Clearance Parent/Guardian Consent I.D. 10.00	Mr. Alfredo Matias, Jr. Mrs. Irma Filler Mr. Raian B. Yano Mrs. Guillerma Belarmino Mrs. Josephine Tuvilla Mr. Christiane Villanueva Mrs. Clarinda Castillo Ms. Eva Karen Gubaton Ms. Charisse Cadag Mrs. Teresita Del Rosario
5. Completion Form Present Incomplete Classcard Pay corresponding fees	Completion allowed within 1 year period 10.00	Mr. Alfredo Matias, Jr. Mrs. Irma Filler Mr. Raian B. Yano Mrs. Guillerma Belarmino Mrs. Josephine Tuvilla Mr. Christiane Villanueva Mrs. Clarinda Castillo Ms. Eva Karen Gubaton Ms. Charisse Cadag Mrs. Teresita Del Rosario
6. Change/Additional subject Form Accomplish request form Pay corresponding fees 5 mins	Advisement Slip Approved by respective College Deans 10.00	Mr. Alfredo Matias, Jr. Mrs. Irma Filler Mr. Raian B. Yano Mrs. Guillerma Belarmino Mrs. Josephine Tuvilla Mr. Christiane Villanueva Mrs. Clarinda Castillo Ms. Eva Karen Gubaton Ms. Charisse Cadag Mrs. Teresita Del Rosario

**Memorandum Order No. 050 - 09
IMPLEMENTING THE CITIZEN'S CHARTER**

STUDENT ADMISSION, REGISTRATION & RECORD MANAGEMENT

Pursuant to R.A. No. 9485, otherwise known as the Anti-Red Tape Act, requiring all government agencies including state universities and colleges that provide frontline services to set up their respective Citizen's Charter, the Citizen's Charter is hereby adopted for implementation.

I. Mainstreaming the Citizen's Charter.

To ensure that the Citizen's Charter is effectively implemented and sustained, management shall initiate the development of an implementation plan to include the following activities:

1. Promoting and popularizing the citizen's charter;
2. Formulating an incentive system for performing front liners and other personnel in coordination;
3. Ensuring regular training of front liners and other personnel;
4. Enforcing penalties for non-compliant personnel;
5. Monitoring compliance of front liners and employees to service standards; and
6. Conducting periodic systems review, revision and updating of the citizen's charter.

II. Roles and Responsibilities

To promote transparency and accountability, and efficient and effective service delivery:

1. The President together with the three Vice-Presidents shall provide oversight and advisory functions to the different offices in charge of delivering the frontline services.
2. The different Deans, Directors and Chiefs of Offices in-charge of delivering the frontline services enumerated in the Citizen's Charter should ensure compliance to the service standards established.
3. The respective offices are tasked to take the lead in undertaking the following:

ADMINISTRATIVE SERVICES - Promoting and popularizing the Citizen's Charter

HUMAN RESOURCE - Integrating Citizen's Charter Implementation in



SHEILA M. MATIAS
Director, SARMS



TERESITA B. DEL ROSARIO



ALFREDO G. MATIAS, JR.



CHARISSE P. CADAG



GUILLERMA M. BELARMINO



MARILYN L. PATOTOY



JOSEPHINE S. TUVILLA



CLARINDA E. CASTILLO



RAIAN B. YANO

PD 1524 & RA 6595

The Eulogio "Amang" Rodriguez Institute of Science and Technology (EARIST) was created in January 21, 1945 after the liberation through PD 1524 and SECTION 1 of RA 6595 "Eulogio Rodrigez Vocational High School in the City of Manila is hereby converted into an institute of science and technology known as the Eulogio "Amang" Rodriguez Institute of Science and Technology."

VISION

EARIST is envisioned to be a center of excellence in trade, business, arts, sciences and technology education.

MISSION

Turn out vocationally, technically, technologically, and scientifically trained graduates who will be economically productive, self – sufficient, effective, responsible and disciplined citizens of the Philippines.

GOAL

Provide professional, scientific, technological, technical, and vocational instruction and training in trades, business, arts, science, and technology and for special purposes promote research, advanced studies, and progressive leadership. (Section 2, RA 6595 and Section 6, PD 1524)

OBJECTIVES

- ❖ Strive for academic excellence in instruction, research, extension and production through accreditation.
 - ❖ Provide appropriate and continuing faculty and staff development programs.
 - ❖ Provide and maintain appropriate technologies instructional facilities, materials and equipment.
 - ❖ Produce quality graduates who are globally Competitive to man the needs of business and industry.
- Attain university status through Unity, Solidarity and Teamwork.

ANTI-FIXER CAMPAIGN

The Anti-Ped Tape Law (R.A. 9485) imposes stiff penalties on fixers: imprisonment of as long as six years, or a fine of up to P200,000, or both.

Labanan ang Fixers!

Report the name of the fixer, name and location of government office, date and type of transaction to the following:

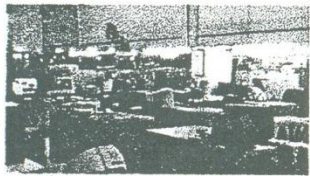

Office of the Ombudsman 0926-6994703
(02) 927-4102;
(02) 927-2404
Civil Service Commission 0917-8398272
(02) 932-0111

Fix the Fixers!

RULES ON FRONTLINE SERVICES

- Action of offices: five (5) working days for simple transaction and ten (10) for complex transactions [R.A. No. 9485 Sec. 8 Paragraph b (1)]
- Denial of request to access government service must be explained in writing
- Maximum of five signatures for each document [R.A. No. 9485 Sec. 8 Paragraph d]
- Frontline service even during lunch break and after regular working hours
- Wearing of official identification card when transacting with public
- Establishment of public assistance/complaints desk

Public Information and Web Office

Step 4 Cashier's Office 10 - 15 mins	Payment of Fees Accomplished Registration Form	Cashier's Office
Step 5 - Registrar's Office Validation & Recording of Enrolment Issuance of Classcards 10 - 15 mins 	Accomplished Reg. Forms Official receipt Other required documents (original copy)	Mr. Alfredo Matias, Jr Mrs. Irma Filler Mr. Raian B. Yano Mrs. Guillerma Belarmino Mrs. Josephine Tuvilla Mr. Christiane Villanueva Mrs. Clarinda Castillo Ms. Eva Karen Gubaton Ms. Charisse Cadag Mrs. Teresita Del Rosario
C. Evaluation of Grades/Earned Units Apply for Evaluation of Grades Verifies lacking grades/deficiency 10 - 30 mins	Registration Forms Classcards Curriculum Checklist Credentials & other SARMS Forms Faculty Grades Sheets	Mrs. Irma Filler
D. Request for SARMS FORMS 1 Transcript of Records Accomplish TOR Application Form Pay corresponding fees 10 days to 1 month	Clearance as to submitted credentials Official Receipt 40.00	Mr. Alfredo Matias, Jr Mrs. Irma Filler Mr. Raian B. Yano Mrs. Guillerma Belarmino Mrs. Josephine Tuvilla Mr. Christiane Villanueva Mrs. Clarinda Castillo Ms. Eva Karen Gubaton Ms. Charisse Cadag Mrs. Teresita Del Rosario
2 Certification of Grades/Units Earned Accomplish request for Cert. Pay corresponding fees 1 - 10 days 	Clearance as to submitted credentials Official Receipt 10.00	Mr. Alfredo Matias, Jr Mrs. Irma Filler Mr. Raian B. Yano Mrs. Guillerma Belarmino Mrs. Josephine Tuvilla Mr. Christiane Villanueva Mrs. Clarinda Castillo Ms. Eva Karen Gubaton Ms. Charisse Cadag Mrs. Teresita Del Rosario

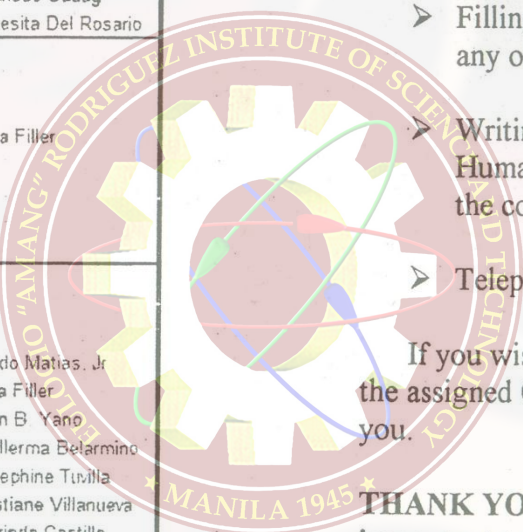
Performance & Redress Mechanism

Please let us have your view on how we have served you thru any of the following:

- Filling in a Feedback form available at the front desk located at any offices and put it in a drop box;
- Writing an email (earisthrms@gmail.com) addressed to the Human Resource Management Service (HRMS) highlighting the complement or complaint; or
- Telephoning us at 714 – 7178.

If you wish to discuss something regarding a complaint, kindly let the assigned Officer of the day know how he/she may be able to help you.

THANK YOU for helping us improve our services. **Your view is important to us.**



"ANG" Rodriguez
and Technology

Information and Web Office

7. Permit to Cross Enroll Accomplish request form Pay corresponding fees 30 mins	Recommendation from respective Dean Official Receipt 20.00	Mr. Alfredo Matias, Jr. Mrs. Irma Filler Mr. Raian B. Yano Mrs. Guillerma Belarmino Mrs. Josephine Tuvilla Mr. Christiane Villanueva Mrs. Clarinda Castillo Ms. Eva Karen Gubaton Ms. Charisse Cadag Mrs. Teresita Del Rosario
8. Student Identification Card Accomplish request form Pay corresponding fees 30 mins	For New Student / Renewal of ID. Registration Form Official Receipt Replacement - Lost ID Clearance & Affidavit of Loss Official Receipt & Reg. Forms 100.00	Mr. Alfredo Matias, Jr. Mrs. Irma Filler Mr. Raian B. Yano Mrs. Guillerma Belarmino Mrs. Josephine Tuvilla Mr. Christiane Villanueva Mrs. Clarinda Castillo Ms. Eva Karen Gubaton Ms. Charisse Cadag Mrs. Teresita Del Rosario
9. Authentication of Records 10 mins	Original & Photocopy of Diploma	Mr. Alfredo Matias, Jr. Mrs. Irma Filler Mr. Raian B. Yano Mrs. Guillerma Belarmino Mrs. Josephine Tuvilla Mr. Christiane Villanueva Mrs. Clarinda Castillo Ms. Eva Karen Gubaton Ms. Charisse Cadag Mrs. Teresita Del Rosario
10. Verification of Scholastic Records/ School Attendance / Graduation Accomplish request form 10 - 30 mins	Submit request for verification Authorization Letter from the student	Mrs. Sheila Matias
11. Issuance of Diploma & Certificate Accomplish request form 10 mins	List of Graduates Promotional Report ID	Mrs. Sheila Matias

MANAGEMENT SERVICE

DEANS and DIRECTORS

PRESIDENT & THREE (3) VICE-PRESIDENTS

III. Funding

Monetary requirements for its activities and outputs shall come from EARIST operational budget as mandated by R.A. # 9485.

IV. Effectivity

This order takes effect on September 18, 2009.

Compliance is hereby enjoined

Dr. EDUARDO S. CAILLO
President

- Performance Management System, including formulating an incentive system for performing front liners and enforcing penalties for non-compliant personnel.
- Ensuring regular training of front liners and other personnel
- Monitoring compliance of front liners and employees to service standards
- Conducting periodic systems review, revision and updating of the citizen's charter.

"Rodriguez"
Institute of Science and Technology

Public Information and Web Office



EULOGIO "AMANG" RODRIGUEZ
INSTITUTE OF SCIENCE & TECHNOLOGY
Nagtahan, Sampaloc, Manila

CITIZEN'S CHARTER

ACADEMIC SERVICES

Revised 2013

Type of Front-line Service	Steps/Procedure	Documentary Requirements	Client/Requesting Party	Office / Person Responsible	Forms to Fill-up	Fees	Processing Time
Admission A. Pre-Enrolment Procedures for New Students (Entrance Exam.)	Step 1 Screening of Credentials	Original & Xerox Copy of the following: For New Students: Form 138 (High School Report Card) Certificate of Good Moral Character Certificate of Live Birth (Xerox Copy)	1.1 Incoming Freshman or New students	Registrar's Office			5 mins
	Screening of Credentials Determination of available slots	For Transferee: Transfer Credentials / Honorable Dismissal Copy of Grades Certificate of Good Moral Character		Dean's Office			
	Step 2 Payments of Entrance Fee			Cashier's Office		500.00	5 mins
	Step 3 Issuance of ECAT Form	Official receipt of Entrance Fee		Registrar's Office	ECAT Application Form		5 mins
	Step 4 Check /Process Accomplished ECAT Issuance of Exam Permit	ECAT Forms All documents enumerated in Step 1		Registrar's Office	application Form capture picture of student applicant Examination Permit		30 mins
	Step 5 Examination Day	Eulogio "Amang" Rodriguez Institute of Science and Technology Examination Permit Official Receipt of ECAT		USA - Testing Services Guidance Office SARMS			2 hrs.
	Step 6 Personal Interview of Student Applicant Releasing of Results	Application for ECAT , Admission Form & HS Card		Dean's Office			10-20 mins.
	Step 7 Physical Examination for those who qualifies for admission	Result of Medical Examination	Public Information and Web Office	Medical/Dental			30 mins

SERVICE STANDARDS - EARIST REGISTRAR'S OFFICE

Type of Front-line Service	Steps/Procedure	Documentary Requirements	Client/Requesting Party	Office / Person Responsible	Forms to Fill-up	Fees	Processing Time
B. REGISTRATION	ENROLMENT PROPER FOR Old & New Students						
	Step 1 - College Enrolment Officer Dean's Office	Advisement Slip with approved Class Schedule including PE & NSTP Schedule Encoding of Subjects for Enrolment	Student	Enrolment Officers by College	Advisement Slip Registration Form		10 mins
	Step 2 - Cashier's Office	Advisement w/ Assessment Form For Payment of Tuition & Misc. Fees	Student	Concerned Dean's Enrolment Officer by by College Cashier	Official Receipt		10 mins.
	Step 3 (OPTIONAL) Financial Mgt. Division Re-Assessment of Fees	OPTIONAL - ONLY APPLICABLE TO Scholars & Students with previous acct. balance For Re- assessment of Fees	Student	Financial Mgt. Division	Scholarship Form Promissory Note		10 - 15 mins
	Step 4 - Registrar's Office Validation & Recording of Enrolment Issuance of Certificate of Registration (C.O.R.)	Official receipt of Tuition & Misc. Fees Other required documents (original copy) ID for validation - Old students Only	Student	Registrar's Office			10 - 15 mins
C. Evaluation of Grades/Earned Units	Apply for Evaluation of Grades Verifies lacking grades/deficiency	Certificate of Registration Classcards Curriculum Checklist Credentials & other SARMS Forms Faculty Grades Sheets	Student Records In-charge	Student Registrar' Office Records In-charge Dean's Office	Application for Evaluation Curriculum Checklist	none	10-30 mins.

Public Information and Web Office

SERVICE STANDARDS - EARIST REGISTRAR'S OFFICE

Type of Front-line Service	Steps/Procedure	Documentary Requirements	Client/Requesting Party	Office / Person Responsible	Forms to Fill-up	Fees	Processing Time
D. Request for SARMS FORMS							
1. Transcript of Records	Accomplish TOR Application Form Pay corresponding fees	Clearance as to submitted credentials Official Receipt	Student Other school & agency	Registrar's Office Dean's Office Cashier's Office	Transcript of Records Official receipt	100.00	10 days to 1 month
2. Certification of Grades/Units Earned	Accomplish request for Cert. Pay corresponding fees	Clearance as to submitted credentials Official Receipt	Student Other school & agency	Registrar's Office Dean's Office Cashier's Office	Certification of Grades Official receipt	20.00	1 to 10 days
3. Certification of Good Moral Character	Accomplish request for Cert. Pay corresponding fees	Official Receipt	Student Other school & agency	Registrar's Office Dean's Office Cashier's Office Guidance Services	Good Moral Character Form Official receipt	20.00	30 mins.
4. Honorable Dismissal & Copy of Grades	Accomplish request form Pay corresponding fees	Accounting & Deans Clearance Parent/Guardian Consent I.D.	Student Other school	Registrar's Office Dean's Office Cashier's Office	Honorable Dismissal Copy of Grades Good Moral	40.00	10 days
5. Completion Form	Present Incomplete Classcard Pay corresponding fees	Completion allowed within 1 year period	Student	Registrar's Office Dean's Office Cashier's Office Concerned Faculty Member	Completion Form	20.00	5 mins.
6. Change/Additional subject Form	Accomplish request form Pay corresponding fees	Advisement Slip Approved by respective College Deans	Student	Registrar's Office Dean's Office Cashier's Office	Change/Additional subject Form	20.00	5 mins.
7. Permit to Cross Enroll	Accomplish request form Pay corresponding fees	Recommendation from respective College Dean Official Receipt	Student Other school	Registrar's Office Dean's Office Cashier's Office	Permit to Cross Enroll	20.00	30 mins.
8. Student Identification Card	Accomplish request form Pay corresponding fees	For New Student / Renewal of ID: Registration Form Official Receipt Replacement - Lost ID Clearance & Affidavit of Loss Official Receipt & Reg. Forms	Student		Student ID	100.00	30 mins.
9. Authentication of Records		Original & Photocopy of Diploma, Transcript, Certification	Student	Registrar's Office Cashier's Office		40.00	10 mins.
10. Verification of Scholastic Records/ School Attendance / Graduation	Accomplish request form	Submit request for verification Authorization Letter from the student	Different Agencies	Registrar's Office Requesting Agency		none	10 - 30 mins.
11. Issuance of Diploma & Certificate	Accomplish request form	List of Graduates Promotional Report I.D.	Student	Registrar's Office	Diploma / Certificates	150.00	10 mins.

Submitted by:


SHEILA M. MATIAS
Registrar