

CITIZEN'S CHARTER HANDBOOK



WESTERN PHILIPPINES UNIVERSITY

Revised 2020



WESTERN PHILIPPINES UNIVERSITY

CITIZEN'S CHARTER **(Revised 2020)**

OFFICE OF THE UNIVERSITY PRESIDENT



MESSAGE

In its ardent desire for excellence and provision of a responsive, accessible and effective public service, the Western Philippines University adheres with the requirements of RA No. 9485 as amended by RA 11032 or the “Ease of Doing Business and Efficient Government Service Delivery Act of 2018”.

In compliance with RA 11032, WPU has improved and streamlined systems and frontline service procedures to ensure prompt and efficient delivery of public services which are not hampered by red tape as reflected in its Citizen’s Charter. The Citizen’s Charter shows the enhanced service standards for speedy and transparent frontline services of WPU to its clients and how the University communicates these service standards.

WPU continues to be more responsive, innovative and determined in pursuing the needed reforms and it keeps its respective mandate dedicated to the needs and aspirations of the general public. The university does its best and makes great strides to provide the best experience for its clients.

(SGD) JULIE HOPE TIMOTEA P. EVINA
University President

**OFFICE OF THE VICE PRESIDENT
FOR ACADEMIC AFFAIRS**



MESSAGE

In its continuing thrust to provide meaningful public service, WPU supports RA 9485 or the Anti-Red Tape Act of 2007 as amended by RA 11032, otherwise known as “The Ease of Doing Business and Efficient Government Service Delivery Act of 2018”. In compliance with this law, WPU continues to update its Citizen’s Charter.

The WPU Citizen's Charter embodies a systematic procedure on how clients can avail of the services they need. It shows the range of specific services provided by a particular office, the step-by-step guide on how to avail of these services, and standards on quality and timeliness to be expected.

We believe that with this Citizen's Charter, our quest for prompt, efficient and effective frontline services can be fully attained. We expect a full satisfaction of our clients from the services they receive from us. After all, what we are serving are the Filipino people who deserve the best.

(SGD) ELSA P. MANARPAAC
Vice President for Academic Affairs

**OFFICE OF THE VICE PRESIDENT
FOR ADMINISTRATION AND FINANCE**



MESSAGE

Greetings!!!

The Western Philippines University had ever since been committed to provide excellent services to its clients. When the Anti-Red Tape Act was implemented in 2007, the University formulated its Citizen's Charter in compliance to the requirements of the Law.

The Citizen's Charter was implemented, with occasionally updating its contents to continually improve the services provided. When the Results-based Performance Management System (RBPMS) was instituted in 2012, the Citizen's Charter was included as one of Good Governance conditions to be complied with. The University consistently complied with this Good Governance condition from 2012 to 2018, proof of its commitment to excellent service.

With the enactment of RA 1132 or Ease of Doing Business (EODB) Act in 2018, certain conditions as to required number of processing days to complete certain transactions need to be complied with. This revised Citizen's Charter considers the requirements of the relevant laws and issuances to define the client steps, agency action, fees to be paid, processing time, and person responsible for all the internal and external services provided by the University. This would translate to better services in terms of effectiveness and efficiency and greater satisfaction on the part of the clients.

(SGD) NOEL L. GAURAN
Vice President for Administration & Finance

**OFFICE OF THE VICE PRESIDENT
FOR RESEARCH, DEVELOPMENT AND EXTENSION**



MESSAGE

Public office is a public trust. Public office must be committed, honest, polite, and orderly. Quick and quality delivery of services must be offered to the public.

Our performance as a public servant and a public office is measured by the efficiency and effectiveness in delivery of our services. Services must be carried out within a specific time frame, thus negligence and incompetence have no room in public offices. Delay in delivery of public services will deprive the clients of their time, efforts, money, and opportunities.

Additionally, procedural red tapes in public service oftentimes result to loss of chance to move on and develop. Even within an agency, red tape could greatly reduce its output when one unit condones unnecessary add-on procedures.

Thus, red tapes are counter development and can encourage bribery, hence must be eliminated from government procedures. The red tape law is imperative and must be enforced for the sake of quality performance and integrity of government office across the country.

(SGD) BENJAMIN J. GONZALES
Vice President for Research, Development
and Extension



I. MANDATE: R.A. 9260 SECTION 2

The University shall primarily provide advanced education, higher technological, professional instruction and training in the fields of agriculture, fisheries, forestry, engineering, environment, education, arts sciences, rural development and other relevant fields of study. It shall also promote research and extension services, and provide progressive leadership in its areas of specializations.

II. WPU Vision

WPU: the leading knowledge center for sustainable development of West Philippines and beyond.

III. WPU Mission

WPU commits to develop quality human resource and green technologies for a dynamic economy and sustainable development through relevant instruction, research and extension services.

IV. Service Pledge

We commit to:

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



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OFFICE OF THE UNIVERSITY REGISTRAR

External Services



1. Request of Transcript of Records, Diploma, Certificate of Transfer Credential

Office:	REGISTRAR'S OFFICE			
Classification:	Highly Technical (TOR & Diploma 1 st issue & reconstructed copy) Simple (CTC for graduate/alumni, Certifications, Evaluation of Grades) Complex (CTC & TOR for student/Transferees)			
Type of Transaction:	G2C			
Who may avail:	Students, Graduate/Alumni			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
For request				
<ul style="list-style-type: none"> General Clearance (<i>1st issue, student/transferees</i>) 			Registrar's Office	
<ul style="list-style-type: none"> Order of Payment 			Registrar's Office	
<ul style="list-style-type: none"> Official Receipt (<i>2nd issue, student/transferees, graduate/alumni</i>) 			Cashier's Office	
<ul style="list-style-type: none"> Documentary Stamp 			BIR	
<ul style="list-style-type: none"> Letter Request (<i>for reconstructed copy of Diploma</i>) 			Personal	
<ul style="list-style-type: none"> Affidavit of Loss (<i>for reconstructed copy of Diploma</i>) 			Lawyer	
<ul style="list-style-type: none"> Student ID, Valid ID 			Personal	
For claims				
<ul style="list-style-type: none"> Claim slip 			Registrar's Office	
<ul style="list-style-type: none"> Valid ID 			Personal	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request & claim slip and submits to the Registrar personnel together with the required documents/records.	<p>Receives accomplished request & claim slip, checks entries on request, and checks completeness of required documents/records;</p> <p>Checks records on file;</p> <p>Records the transaction in the logbook;</p> <p>Releases claim slip and advise the client to come back on the specified date indicated in the claim slip.</p>	None	5 minutes	Registrar personnel



<p>2. Present Official Receipt of Payment</p>	<p>Prepares the requested documents</p> <ul style="list-style-type: none"> • TOR (2nd issue, student/transferee) • Diploma • Certificate of Transfer Credential (CTC) • Evaluation of Grades • Certifications 	<p>100/page 100.00 50.00 25.00 25/copy</p>	<p>1 minute</p>	<p>Registrar personnel</p>
	<p>TOR</p> <ul style="list-style-type: none"> • 1st issue • 2nd issue for graduate/alumni • student/transferees <p>Diploma</p> <p>Certificate of Transfer Credential (CTC)</p> <ul style="list-style-type: none"> • for graduate/alumni • for student transferees <p>Evaluation of Grades</p> <p>Certifications</p>	<p>None</p>	<p>15 working days 3 working days 5 working days 15 working days 1 day 5 working days 2 working days 1 day</p>	<p>Registrar personnel</p>
<p>3. Claim the requested record or document on the specified time or date and provide feedback.</p>	<p>Releases the requested record or document.</p> <p>Records the transaction in the logbook of released documents/records and get feedback.</p>	<p>None</p>	<p>3 minutes</p>	<p>Registrar personnel</p>



2. Request for (CAV) Certification Authentication, Verification

The Certification Authentication, Verification is issued to graduates/alumni certified by the Registrar that the Transcript of Records and Diploma are officially released by the institution and the photocopies are verified as true copy of the original documents required by the DFA, PNP, BUCOR.

Office:	REGISTRAR'S OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students, Graduate/Alumni			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
(For Request)				
• Order of Payment			Registrar's Office	
• Official Receipt			Cashier's Office	
• Original Copy of Documents/Records (for Authentication)			Personal	
• Photocopy of Documents/Records (for Authentication)			Personal	
• Documentary Stamp			BIR	
• Brown Envelope (long)			Personal	
• Valid ID			Personal	
(For Release)				
• Claim slip			Registrar's Office	
• Valid ID			Personal	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the receiving counter.	Checks records on file. Issues order of payment & advises client to pay the corresponding payment to the CASHIER. Records the transaction in the logbook	None	5 minutes	Registrar personnel
2. Present Official Receipt & other required documents	Receives and indicates the OR number and other required data in the form.	25.00 per copy	2 minutes	Registrar personnel



	Prepares documents requested. <ul style="list-style-type: none"> • Certification Authentication, Verification (CAV) • Authentication 	25/doc max. of 5 copies/doc		
	<ul style="list-style-type: none"> • Certification Authentication, Verification (CAV) 	None	2 hours	Registrar personnel
3. Claim the requested record/document and provide feedback.	Releases the requested record or document. Records the transaction in the logbook of released documents and get feedback.	None	2 minutes	Registrar personnel

3. Request of Completion Form

The Completion Form is issued to students who incur incomplete grades during previous semester.

Office:	REGISTRAR'S OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<ul style="list-style-type: none"> • Order of Payment 			Registrar's Office	
<ul style="list-style-type: none"> • Official Receipt 			Cashier's Office	
<ul style="list-style-type: none"> • Student ID 			Personal	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the receiving counter.	Checks records on file. Issues order of payment & advises client to pay the corresponding payment to the CASHIER. Records the transaction in the logbook.	None	2 minutes	Registrar personnel



2. Present the Official Receipt of Payment.	Receives and indicates the OR number and other required data in the completion form	25.00	2 minutes	Registrar personnel
3. Claim the requested form and provide feedback.	Releases the requested form. Records the transaction in the logbook of released documents/records and get feedback.	None	2 minutes	Registrar personnel

4. Process of Adding/Changing/Dropping Subjects

The Adding/Changing/Dropping Subject Form is issued to students upon request who desire to add/change/drop subjects.

Office:	REGISTRAR'S OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• Student ID			Personal	
• Order of Payment			Registrar's Office	
• Official Receipt			Cashier's Office	
• Certificate of Registration			Personal	
• Accomplished Form			Personal	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the receiving counter.	Advises the client to wait for the release of the document requested.	None	1 minute	Registrar personnel
2. Claim requested form	Releases the requested form and advises the student to follow the procedure listed in the form. Records the transaction in the logbook of released documents/records	None	2 minutes	Registrar personnel
3. Return the accomplished form to the	Receives the accomplished form/duly approved	None	1 minute	Registrar personnel



Registrar's Office.	request and issue order of payment			
4. Submit Official Receipt	Receives the Official Receipt and Encodes the changes in the system.	50.00 per subject	2 minutes	Registrar personnel
5. Claim the updated COR	Releases updated COR, records and files the approved request.	None	2 minutes	Registrar personnel

5. Process of Shifting Course

The Shifting Form is issued upon request to students who desire to shift to another course.

Office:	REGISTRAR'S OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• Student ID			Personal	
• Accomplished Form			Personal	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the receiving counter.	Advises the client to wait for the release of the document requested	None	1 minute	Registrar personnel
2. Claim the requested document/ Records.	Releases the requested form and advises the student to follow the procedure listed in the form. Record the transaction in the logbook of released documents/records.	None	1 minute	Registrar personnel
3. Present the approved shifting form to the Registrar personnel.	Receives the accomplished form/duly approved request.	None	2 minutes	Registrar personnel



4. Claim the copy of the approved form and submits 1 copy to the new college prior to enlistment.	Releases the copy of the approved shifting form with "RECEIVED" mark, record the approved request and get feedback.	None	2 minutes	Registrar personnel
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6. Enrollment Process

This process is managed by different offices such as the admission office, respective colleges, cashier and registrar's office. Enrollment Process starts at the admission office for submission of admission credentials and ends at receiving of Certificate of Registration (COR) at the Registrar's Office.

Office:	REGISTRAR'S OFFICE			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Freshmen and Transferee			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
• Original copy of Report Card			High School where Graduated	
• Certificate of Transfer Credential (CTC) for transferee			last school attended	
• Transcript of Records (TOR) for transferee			last school attended	
• Original copy of Good Moral Character			last school attended	
• Photocopy of PSA/NSO issued Birth Certificate			Personal	
• Result of Admission Exam			Admission Office	
• Medical Certificate			Infirmary	
• 2x2 ID picture blue background w/ name tag			Personal	
• 1 Folder w/ Plastic Cover (Legal)			Personal	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to Admission Office and present admission credentials & Other requirements	Verifies and evaluates the validity and completeness of the presented admission credentials.	None	5 minutes	Admission Office personnel
2. Proceed to the college offering the chosen program for enlistment and assessment.	Assists and advises the students and approves course load. Issues Pre-Registration/assessment Form.	None	20 minutes	College Secretary/ Program chairperson
3. Pay matriculation fee at the Cashiers office (applies only to students not covered by Free Tertiary Education)	Receives payment & issues official receipt	Matriculation Fee (tuition & Miscellaneous)	5 minutes	Cashier personnel



4. Present Pre-Registration form to the Office of the Registrar.	Verifies the Pre-Registration form, Validates enrollment	None	4 minutes	Registrar personnel
5. Claim the Certificate of Registration and provide feedback.	Issues the Certificate of Registration (COR) and get feedback.	None	1 minute	Registrar personnel



ADMISSION OFFICE

External Services



1. ADMISSION SERVICES

The admission services will serve the students/applicant a systematic procedure for university admission and validate all the requirements of applicants to ensure he/ she is eligible to enroll in college.

Office:	Admission Office			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Applicant's Examination Profile 2. Admission Test Schedule			Admission office	
3. Form 9/138 or TOR 4. Transfer Credentials (Transferee) 5. Good Moral Character 6. Valid Identification Card 7. 2x2 ID picture, blue background with name tag			Students	
8. Claim Stub			Admission office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register online and print the examination profile and admission test schedule.	Checks the applicant's personal profile and confirms the online registration of the applicant.	None	10 minutes	Admission personnel
2. Present the required documents to the Admission office.	Evaluates the documents of the applicant.	None	5 minutes	Admission personnel
3. Take the admission test.	Administers the admission test.	None	1 hour	Admission personnel
4. Claim admission test result.	Releases the admission test result.	None	20 days	Admission personnel
5. Submit documents for registration and provide feedback.	Evaluates the documents submitted, releases admission slip and get feedback.	None	5 minutes	Admission personnel



HEALTH SERVICES DIVISION

External Services



1. PRE- ENROLLMENT MEDICAL AND DENTAL EXAMINATION

Freshmen and transferees are required to submit themselves for medical and dental examination prior to enrollment. This aims to discover the signs of illness and physical defects in order to correct them, check on the health habits of students and prevent the progress of those which cannot be corrected.

Office:	Health Services Division		
Classification:	Simple		
Type of Transaction:	G2C		
Who may avail:	Freshmen students and Transferees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Accomplished Student Health Record	Downloadable from WPU website and Facebook page and to be printed on a long bond paper.		
2. 1 piece ordinary folder with plastic cover (long).	University Store		
3. 1 piece 2x2 ID picture (to be pasted on the Student Health Record).	Photo Studio		
4. 1 piece fastener.	University Store		
5. Official Receipt for Php50.00 Medical Certification Fee (from the WPU Cahier's Office).	WPU Cashier's Office		
6. Medical Certificate / clearance for enrollees with pre-existing medical conditions.	Attending physician		
7. Barangay, Police and Judge Clearance (for enrollees with tattoo).	Respective Barangays, Municipal Police Station, Municipal Trial Court		
8. Reminders: <ul style="list-style-type: none"> • Comply with the University's preventive health and sanitation measures before entering and while inside the vicinity: <ul style="list-style-type: none"> ✓ Wearing of facemask at all times. ✓ Physical distancing. ✓ Bring/ use your own ballpen. ✓ Frequent hand washing/ sanitizing. • Observe proper personal hygiene. • Prescribed haircut (Male). • No earrings (Male). • No colored nail polish and nails must be trimmed short. • No fancy hair color. 	Personal responsibility		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure requirement checklist and order of payment from the Health Services Division.	Issues checklist of requirements and order of payment.	None	2 minutes	Nurse on Duty/ Nurse Assistant
2. Pay medical certification fee at the Cashiers office.	Issues official receipt.	50.00	3 Minutes	Cashier's Office Staff
3. Download and print the Student Health Record (SHR) on a legal-sized bond paper (8.5" x 13"). Note: Student returnee must verify his / her existing record at the University Infirmary / Campus Infirmary.	Download and Print Records retrieved	None None	5 minutes 3 minutes	Enrollee Returnee
4. Submit the requirements.	Evaluates and records the requirements.	None	5 minutes	Nurse on duty/ Nurse assistant
5. Undergo physical assessment at OPD area.	Measures height and weight, takes vital signs and visual acuity test and computes BMI.	None	5 minutes	Nurse on duty/ Nurse assistant
6. Undergo general oral health examination at Dental Room.	Checks dental status.	None	5 minutes	University Dentist
7. Undergo physical examination at University Physician's Office.	Conducts medical examination.	None	5 minutes	University Physician
8. Claim medical certificate and provide feedback.	Releases medical certificate and get clients feedback.	None	7 minutes	Nurse on duty/ Nurse assistant



2. CONSULTATION AND TREATMENT OF CLIENT

The University offered consultation services on matters that ailed them physically, mentally, or socially. This is done on daily basis unless there are school-initiated activities. The clients diagnosed with health problems during daily consultation will be given initial doses of prescribed medicines that are available.

Office:	Health Services Division			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All patients (students, employees and its dependent)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Properly accomplished consultation form.			University Infirmary	
2. Laboratory request slip			University Infirmary	
3. Laboratory result				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present self for medical assessment.	Assesses the client's vital signs and medical history.	None	7 minutes	Nurse on duty/ Nurse assistant
2. Proceed to consultation room for clinical assessment and evaluation.	Conducts medical intervention and issuance of referral if necessary.	None	11 minutes	University Physician
3. Receive doctor's order and provide feedback.	Carry out doctor's order and get clients feedback.	None	5 minutes	Nurse on duty/ Nurse assistant

3. MEDICAL EXAMINATION FOR IN-CAMPUS AND OFF-CAMPUS ACTIVITIES AND OTHER PURPOSES.

All participants of in-campus and off-campus curricular and non-curricular activities as per order of the Department of Education (DEPED) and Commission on Higher Education are required to undergo medical examination. This includes sports, cultural, on the job training, scholarship, pregnant student and other school related activities. Health services also cater private individuals within the community for medical examination as a requirement for whatever purpose it serves.

Office:	Health Services Division		
Classification:	Simple		
Type of Transaction:	G2C		
Who may avail:	Students, Private individual		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Properly accomplished consultation form.		University Infirmary	
2. Laboratory request slip		University Infirmary	



	undergo laboratory examination to any accredited medical facility.			
4. Submit laboratory results and other requirements.	Evaluates the completeness of the submitted requirements.	None	3 minutes	Nurse on duty/ Nurse assistant
5. Undergo physical assessment at OPD area.	Measures vital signs and visual acuity. (For women) Pregnancy test is required)	None	3 minutes	Nurse on duty/ Nurse assistant
7. Undergo for the physical examination at University Physician's Office.	Conducts medical examination.	None	3 minutes	University Physician
8. Claim medical certificate.	Releases medical certificate and get clients feedback.	None	2 minutes	Nurse on duty/ Nurse assistant

4. DENTAL CARE SERVICES

This aims to provide promotive, preventive, and curative dental health care to students and employees. Its objective is to reduce the prevalence of periodontal diseases through oral examination, early detection and prophylactic treatment. It also provides measures for relief of dental pain, oral urgent treatment to clients by removal of non-restorable/ non-savable teeth, treatment of post extraction complications and referral of complicated cases.

Office:	Health Services Division	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	Students and employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Properly accomplished dental consultation form		Infirmary



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents self for assessment.	Assesses the client's vital signs and medical history.	None	13 minutes	Nurse on duty/ Nurse assistant
2. Proceed to dental room for oral assessment and evaluation.	Conducts dental intervention and issuance of referral if necessary.	None	50 minutes	University Dentist
3. Receives dentist order.	Carry out doctors' order and get clients feedback.	None	5 minutes	Nurse on duty/ Nurse assistant



HEALTH SERVICES DIVISION

Internal Services



1. PRE-EMPLOYMENT AND ANNUAL PHYSICAL EXAMINATION

Entry level physical examination for all employees and annual physical examination for permanent faculty and staff are required to determine physical deficiencies and communicable diseases possessed by them for proper referral and management.

Office:	Health Services Division		
Classification:	G2G		
Type of Transaction:	Simple		
Who may avail:	WPU Faculty and Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
A. Pre-Employment			
1) Laboratory Request Slip		WPU Infirmary	
2) Order of Payment		WPU Infirmary	
3) One (1) 2x2 ID Picture		Photo Studio	
4) One (1) Ordinary Folder (Long) with case/cover		University Store	
5) One (1) fastener		University Store	
6) Original and one (1) photocopy of laboratory test results of: <ul style="list-style-type: none"> a. Routine urinalysis. b. Complete blood count (CBC). c. Blood chemistry (FBS, Total Cholesterol, Blood Uric Acid, Serum Creatinine, d. Chest X-ray (Posterior-Anterior view). e. Drug test (DOH-accredited laboratory/agency) f. Neurological-psychiatric examination (For newly hired employee) 		Any hospital/clinic with laboratory facilities	
B. Annual Physical Examination (APE) of permanent employee and for scholarship grants. They must comply with the following: <ul style="list-style-type: none"> 1) Below 40 years old: <ul style="list-style-type: none"> a. Routine urinalysis b. Complete blood count (CBC) c. Chest X-ray (PA view) 2) 40 years old and above: <ul style="list-style-type: none"> a. Routine urinalysis b. Complete blood count (CBC) c. Chest X-ray (PA view) d. Blood chemistry (FBS, Total Cholesterol Blood Uric Acid, Serum Creatinine) 			Any hospital/clinic with laboratory facility



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the notice of hiring or any proof of securing medical certificate.	Verifies document presented.	None	2 minutes	Nurse on duty/ Nurse assistant
2. Secure an order of payment and laboratory request slip from the Health Services.	Issues order of payment and laboratory request slip.	None	2 Minutes	Nurse on duty/ Nurse assistant
3. Pay medical certification fee for pre-employment, non-permanent employee and for scholarship grants, reinstatement, and promotional appointment. Note: No payment is required for annual physical examination of permanent employee.	Issues official receipt.	50.00	3 minutes	Cashier's Office.
4. Proceed to Infirmary for posting of receipt and fill out needed forms.	Issues APE and CSC Medical Certificate forms.	None	2 minutes	Nurse on duty/ Nurse assistant
5. Present the accomplished forms with the requirement and laboratory results.	Receives and evaluates the completeness of forms and laboratory results	None	2 minutes	Nurse on duty/ Nurse assistant
6. Undergo Physical and Neurological Examination	Measures vital signs measured and recorded the lab results	None	5 minutes	Nurse on duty/ Nurse assistant
	Medical Check-up done	None	3 minutes	University Physician
7. Claim medical certificate and provide feedback.	Releases medical certificate and get clients feedback.	None	2 minutes	Nurse on duty/ Nurse assistant



OFFICE OF STUDENT AFFAIRS AND SERVICES

External Services



1. ISSUANCE OF CERTIFICATION (CERTIFICATE OF GOOD MORAL CHARACTER AND OTHERS)

These certificates are issued to students needing these documents that state he/she has no pending obligation/case filed in the Office of Student Affairs and Services. The certificates affirm the factual data as indicated.

Office:	OSAS	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	Students and Graduates	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Certificate of Good Moral Character		
<ul style="list-style-type: none"> • Order of Payment (1 original) 	<ul style="list-style-type: none"> • Frontline (OSAS Staff) 	
<ul style="list-style-type: none"> • Proof of No obligation from the university 		
<ul style="list-style-type: none"> ✓ Certificate of Registration (COR) for ongoing students (1 photocopy) 	<ul style="list-style-type: none"> • Registrar 	
<ul style="list-style-type: none"> ✓ Transcript of Records (TOR) for graduate (1 photocopy) 	<ul style="list-style-type: none"> • Registrar 	
<ul style="list-style-type: none"> ✓ General Clearance for former students (1 original/photocopy) 	<ul style="list-style-type: none"> • Registrar 	
<ul style="list-style-type: none"> ✓ Documentary Stamp (2 pieces) 	<ul style="list-style-type: none"> • Individual Submission 	
<ul style="list-style-type: none"> • Representative ✓ Authorization letter ✓ Valid ID (Government Issued Identification Card) ✓ Student ID 	<ul style="list-style-type: none"> • Client being represented • BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-Ibig 	
<ul style="list-style-type: none"> • Receipt of Payment 	<ul style="list-style-type: none"> • Cashier 	
Certificate of Scholarship		
<ul style="list-style-type: none"> • Receipt of Payment 	<ul style="list-style-type: none"> • Cashier 	
<ul style="list-style-type: none"> • Documentary Stamp 	<ul style="list-style-type: none"> • Individual Submission 	
<ul style="list-style-type: none"> • Student ID (presently enrolled) 	<ul style="list-style-type: none"> • Individual Submission 	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the receiving counter.	Issues order of payment and provides list of requirements needed for the issuance of certification.	None	4 minutes	OSAS Staff
2. Pay certification fee at the Cashier's Office.	Receives payment and Issues Official Receipt.	25.00	3 minutes	Cashier's Office
3. Present Official Receipt and submit requirements to the receiving counter.	Receives requirements and records Official Receipt.	None	3 minutes	OSAS Staff
	Validates the accuracy based on the student's record.	None	1 Day	Director SAS
	Prepares certification.	None	1 Day	OSAS Staff
	Signs Certificate.	None	15 minutes	Director SAS/UGC
4. Claim the Certification and provide feedback.	Releases certificate and get the client feedback.	None	5 minutes	Frontline

2. AVAILMENT OF COUNSELING (WALK-IN)

The guidance office recognizes the needs of the students by giving valuable assistance thus it provide counseling. Counseling services are available to help the students. The client/student may come anytime of the day during office hours. Guidance counselors may help assist student's process their problems, listen to their concerns, and make referrals when necessary.

Office:	OSAS	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
None		



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the receiving counter	Provides feedback form to client.	none	3 minutes	OSAS Staff
2. Proceed to Guidance Office for counseling session.	<ul style="list-style-type: none"> Provides intake interview. Provides counseling procedure. Referral to specialist when necessary. Receive University Clearance for countersigning. 	none	<ul style="list-style-type: none"> 10 minutes 20 minutes 10 minutes 5 minutes 	Counselor
	Termination of Counseling.	None	5 minutes	Counselor
3. Provide feedback.	Gets feedback.	None	3 minutes	Counselor

3. ATTENDANCE TO CLIENTS' CONCERNS

Office:	OSAS			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the receiving counter.	Assesses the concerns of the client.	None	5 minutes	OSAS Staff
2. Proceed to concerned section.	Attends to the queries/ Concerns.	None	15 minutes	Section Head
3. Provide feedback.	Gets feedback.	None	5 minutes	OSAS Staff



UNIVERSITY LIBRARY

External Services



1. ORIENTATION AND FORMAL LIBRARY INSTRUCTION

This is to equip library clients with skills to locate library sources and use them effectively to satisfy their information needs.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	1.Students of the university 2.Walk-in clients from other schools and/or agencies			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Students: Certificate of registration			Registrar's Office	
For walk-in clients: - Referral letter for those conducting Research - Valid ID			Research Adviser Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the attendance log sheet.	Instructs the clients to proceed to the designated orientation room/area.	None	1 minute	Library personnel
2. Attend to library orientation.	Conducts Library Orientation	None	2 hours	Library personnel
3. Provides feedback.	Gets the clients feedback	None	2 minutes	Library personnel

2. ISSUANCE AND VALIDATION OF BORROWER'S CARD

Borrower's Card is used to borrow library materials for overnight use.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. One (1) pc. Passport size I.D(for issuance of new borrowers card) 2. Validated Student I.D or latest Certificate of Registration			Client Registrar's Office	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the receiving counter.	Assesses the needs of the clients.	None	1 minute	Library personnel
2. Present the requirements.	For new issuance of borrowers card <ul style="list-style-type: none"> Instructs the client to fill out the borrower's card completely and properly For validation of borrowers card <ul style="list-style-type: none"> Receive and validate the borrower's card; and stamp and sign the certificate of registration 	None	1 minute	Library personnel
3. Fill-out the Borrower's Card (for issuance of new borrower's card).	Checks the details and information in the borrower's card.	None	2 minutes	Library personnel
4. Claim the borrower's card.	Releases the borrower's card and get the clients feedback.	None	30 seconds	Library personnel

N.B. In case of loss of Borrower's card, pay 5.00 pesos as replacement at the cashier's office and present the Official Receipt to the Library personnel

3. LOANING SERVICES

Loaning of library resources is the main service of the library it allows the clients to use library resources and services adequately to their own satisfaction. And it fulfills the knowledge quest of the clients.

a. Inside Reading

Office:	Library
Classification:	Simple
Type of Transaction:	G2C
Who may avail:	1. Students of the university 2. Walk in clients (clients from different schools/agencies)



CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Students: Validated school I.D.			Registrar's Office	
For walk-in clients: - Referral letter for those conducting Research - ID - Official Receipt			Research Adviser Client Cashier's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<i>Note: For walk-in clients, pay a research fee at the Cashiers office.</i>				
	<i>Release an order of payment and instruct the walk-in client to</i>	<i>Php 50.00</i>	2 minutes	
1. Search library learning resources through the Follett Library System or the Collaborative System.		None	1 minute	
2. Present validated school I.D. card before entering the library sections.	Allows the client to locate the library learning resources.	None	1 minute	Library personnel
3. Fill-out the learning resources request slip.	Instructs the client to fill out the Learning Resources Request Slip and leave their school I.D. card at the charging counter before taking out the books.	None	1 minute	Library personnel
4. Upon return of the book, leave the Learning Resources Request Slip at the box provided and get their school I.D. card.	Upon return of the book/s instruct the client to leave the Learning Resources Request Slip at the box provided and get their school I.D. card.	None	30 seconds	Library personnel
5. Fill out the Client	Instruct the	None	1 minute	Library personnel



Satisfaction and Feedback Form.	client to drop the Client Satisfaction and Feedback form in the designated box.			
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b. Overnight Use

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Borrower's card 2. Validated school I.D Card			Library Registrar's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Locate the books needed through the Follet Destiny System or collaborative system.	Allows the client to use the Follet Destiny System or collaborative system.	None	1 minute	
2. Fill out the borrower's card with the books' information; and affix signature on the Borrower's Card.	Receives and checks the information written in the Borrower's card.	None	2 minute	Library personnel
	Lists the name of client and the materials borrowed in the Checklist of Borrowed Books. Indicates the due date on the Checklist of Borrowed Books.	None	1 minute	Library personnel
	Affixes signature on the client's borrower's card and indicate the book's due date.		30 seconds	Library personnel
3. Sign in the Checklist of Borrowed Books.	Asks the client to sign in the Checklist of Borrowed Books.	None	1 minute	Library personnel
	Releases the borrowed books	None	30 seconds	Library personnel



	Files the borrower's card properly.	None	30 seconds	Library personnel
4. Return the library resources borrowed on the due date indicated in the borrower's card.	Checks the information of the book with the borrower's card and with the Checklist of Borrowed Books and put cross out on every title, indicate date return and counter sign it.	None	1 minute	Library personnel

4. Use of Library Facilities

This is to provide interactive learning environment to groups of clients, use of digital learning resources and digital materials.

a. Instructional Media Center (IMC) and Discussion room

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request letter from the Dean or Instructor (for Instructional Media Center (IMC)) 2. Validated school I.D Card (for Discussion room)			Dean's or Instructor's Office Registrar	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the request letter from the Dean/Instructor or or validated school I.D card.	Checks the availability of the requested facility.	None	1 minute	Library personnel
2. Fill-out the Reservation/ Request Form for Library Facilities and Resources.	Posts the reservation/request form.	None	2 minutes	Library personnel



3. Use of facility.	Prepares the requested facilities and equipment.	None	10 minutes	Library personnel
4. Provide feedback.	Check the requested facilities and equipment after use and get feedback.	None	1 minute	Library personnel

b. e-Library

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Validated school ID card			Registrar's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the validated student identification card and sign in the client's log sheet.	Instructs the clients to sign in the client's log sheet.	None	1 minute	Library personnel

5. SIGNING OF CLEARANCE

This process assures that the client does not have any existing borrowed library materials before their dismissal.

a. Semesterly Clearance

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Enrolled students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Validated school I.D. card Borrower's Card			Transacting Client Library	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the	Verifies if the	None	1 minute	Library personnel



accomplished semesterly clearance and sign in the client's log sheet	client does not have an existing borrowed library material.			
2. Claim the signed clearance.	Signs and releases the semesterly clearance.	None	1 minute	Library personnel

b. University Clearance

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students of the university			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Validated school I.D. card 2. Borrower's Card 3. Hardbound thesis/ softbound manuscript narrative/ CD with the softcopy of thesis (Graduating students)			Transacting Client Library Transacting Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the receiving counter.	Verifies if the client does not have an existing borrowed library material. Receives thesis and CD; general clearance	None	1 minute	Library personnel
2. Present the general clearance. Hardbound thesis/ CD with the softcopy of thesis	Sign and release general clearance form	None	1 minute	Library personnel



UNIVERSITY LIBRARY

Internal Services



1. ORIENTATION AND FORMAL LIBRARY INSTRUCTION

This is to equip library users with skills to locate library sources and use them effectively to satisfy their information needs.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Office I.D.			Transacting Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the attendance log sheet.	Instructs the clients to proceed to the designated orientation room/area.	None	1 minute	Library personnel
2. Attend to library orientation.	Conducts Library Orientation.	None	2 hours	Library personnel
3. Provides feedback.	Gets the clients feedback.	None	2 minutes	Library personnel

2. ISSUANCE OF BORROWER'S CARD

Borrower's Card is used to borrow library materials for overnight use.

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
One (1) pc. Passport size I.D Office I.D				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the receiving counter.	Assesses the needs of the clients.	None	1 minute	Library personnel



2. Present the requirements.	Instructs the client to fill out the borrower's card completely and properly.	None	1 minute	Library personnel
3. Fill-out the Borrower's Card.	Checks the details and information in the borrower's card.	None	2 minutes	Library personnel
4. Claim the borrowers card	Releases the borrower's card and get the clients feedback	None	30 seconds	Library personnel

N.B. In case of loss of Borrower's card, pay 5.00 pesos as replacement at the cashier's office and present the Official Receipt to the Library personnel

3. LOANING SERVICES

Loaning of library resources is the main service of the library it allows the clients to use library resources and services adequately to their own satisfaction. And it fulfills the knowledge quest of the clients.

a. Inside Reading

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Office I.D.			Transacting Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Search library learning resources through the Follett Library System or the Collaborative System.		None	1 minute	Library personnel
2. Present validated school I.D. card before entering the library sections.	Allows the client to locate the library learning resources.	None	1 minute	Library personnel



3. Fill-out the learning resources request slip.	Instructs the client to fill out the Learning Resources Request Slip and leave their school I.D. card at the charging counter before taking out the books.	None	20 seconds	Library personnel
4. Upon return of the book, leave the Learning Resources Request Slip at the box provided and get their school I.D. card.	Upon return of the book/s instruct the client to leave the Learning Resources Request Slip at the box provided and get their school I.D. card.	None	30 seconds	Library personnel
5. Fill-out the Client Satisfaction and Feedback Form.	Instructs the client to drop the Client Satisfaction and Feedback form in the designated box.	None	1 minute	Library personnel

b. Overnight Use

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Borrower's card 2. Office I.D. for faculty and staff			Library Transacting Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Locate the books needed through the Follet Destiny System or collaborative system;		None	1 minute	



2. Fill out the borrower's card with the books' information; and affix signature on the Borrower's Card.	Receives and checks the information written in the Borrower's card.	None	2 minute	Library personnel
	Lists the name of client and the materials borrowed in the Checklist of Borrowed Books. Indicates the due date on the Checklist of Borrowed Books.	None	1 minute	Library personnel
	Affixes signature on the client's borrower's card and indicates the book's due date.		30 seconds	Library personnel
3. Sign in the Checklist of Borrowed Books	Ask the client to sign in the Checklist of Borrowed Books.	None	1 minute	Library personnel
	Release the borrowed books	None	30 seconds	Library personnel
	File the borrower's card properly.	None	30 seconds	Library personnel
4. Return the library resources borrowed on the due date indicated in the borrower's card	Upon return, check the information of the book with the borrower's card and with the Checklist of Borrowed Books and put cross out on every title, indicate date return and counter sign it.	None	1 minute	Library personnel



4. Use of Library Facilities

This is to provide interactive learning environment to groups of clients, use of digital learning resources and digital materials.

a. Instructional Media Center (IMC) and Discussion room

Office:		Library		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		Faculty and Staff		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Office I.D				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the I.D card.	Checks the availability of the requested facility.	None	1 minute	Library personnel
2. Fill out the Reservation/ Request Form for Library Facilities and Resources.	Posts the reservation/request form.	None	2 minutes	Library personnel
3. Use of facility.	Prepares the requested facilities and equipment.	None	10 minutes	Library personnel
4. Provide feedback.	Check the requested facilities and equipment after use and get feedback.	None	1 minute	Library personnel

b. e-Library

Office:		Library		
Classification:		Simple		
Type of Transaction:		G2G		
Who may avail:		Faculty and Staff		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Office I.D.			Transacting Client	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present office I.D. and register in the receiving counter.	Instructs the clients to sign in the client's log sheet	None	1 minute	Library personnel

5. SIGNING OF CLEARANCE

This process assures that the client does not have any existing borrowed library materials before their dismissal.

a. Semesterly Clearance

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Office I.D.			Transacting Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the accomplished semesterly clearance and register at the receiving counter.	Verifies if the client does not have an existing borrowed library material.	None	1 minute	Library personnel
	Signs the semesterly clearance.	None	1 minute	Library personnel



b. University Clearance

Office:	Library			
Classification:	Simple			
Type of Transaction:	G2G			
Who may avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Office I.D. 2. Borrower's Card			Transacting Client Library	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the receiving counter	Verifies if the client does not have an existing borrowed library material.	None	1 minute	Library personnel
	Signs and releases general clearance form.	None	1 minute	Library personnel



INFORMATION TECHNOLOGY SERVICES OFFICE

External Services



1. INTERNET ACCOUNT VALIDATION

This will serve as a guide for students validating their internet account.

Office:	Information Technology Services Office			
Classification:	SIMPLE			
Type of Transaction:	G2C			
Who may avail:	Students, Clients			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Certificate of Registration 2. University ID/Valid ID			Registrar's Office IGP	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Certificate of Registration (COR) and valid ID to ITSO personnel	Validates internet account	none	4 minutes	ITSO staff

2. RESET OF STUDENTS EMAIL AND PASSWORD

This will serve as a guide for students who forgot their email and password.

Office:	ITSO			
Classification:	SIMPLE			
Type of Transaction:	G2C			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. University ID 2. Request Form			1. IGP 2. ITSO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request form and submit to ITSO personnel	Issues Request form Reset username/password	None	15 minutes	ITSO personnel



ACCOUNTING OFFICE

External Services



1. VERIFICATION OF STUDENT'S ACCOUNT/BALANCE

This procedure is to check the subsidiary ledger of the student to assess for any outstanding obligation to the University.

Office:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students, Parents, Scholarship Grantor/s			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Certificate of Registration (COR) or			1. Registrar's Office	
2. Identification (ID) Card of the student			2. IGP Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the receiving counter present the student's COR or ID card Note: Representative must present his/her own ID card	Checks the student's account in the system.	None	3 minutes	Accounting Staff
2. Claim billing slip	Issues a billing slip to the student for any balances.	None	1 minute	Accounting Staff



2. VERIFICATION OF STUDENT LOAN

This procedure is to check if the University has any available fund for student loan.

Office:	Accounting			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students, Parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Registration (COR) or		1. Registrar's Office		
2. Identification (ID) Card of the student		2. IGP Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the receiving counter and submit the student's COR or ID card Note: Representative must present his/her own ID card	Checks the subsidiary ledger of student's loans.	None	6 minutes per student	Accounting Staff
2. Claim referral or billing slip.	Refer to OSAS for loan application (if qualified with sufficient fund) Issues billing slip to student/representative (with unpaid loans)	None	2 minutes per student	Accounting Staff



3. SIGNING OF CLEARANCE (MIDTERM/FINALS)

This procedure is to facilitate the signing of student's clearance for midterm and/or finals purposes.

Office:		Accounting		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Students, Parents		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Registration (COR) or		1. Registrar's Office		
2. Identification (ID) Card of the student		2. IGP Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the clearance at the receiving counter and COR or ID card. Note: Representative must present his/her own ID card	Checks the student's account in the system. *If with outstanding balance, issues a Billing slip to the student for any balances; *If with no balances, signs the student's clearance.	None	5 minutes	Accounting staff
2. Claim signed clearance	Releases the signed clearance.	None	1 minute	Accounting staff



4. ISSUANCE OF EXAMINATION PERMIT

This procedure is to facilitate the issuance of examination permit for midterm and/or final examinations.

Office:	Accounting			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students, Parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Registration (COR) or		1. Registrar's Office		
2. Identification (ID) Card of the student		2. IGP Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the accomplished clearance at the receiving counter. Note: Representative must present his/her own ID card.	Verifies the student's account in the system.	None	3 minutes	Accounting Staff
2. Claim the examination permit.	Issues Examination Permit;	None	1 minute	Accounting staff



5. ISSUANCE OF STUDENT'S STATEMENT OF ACCOUNT

This procedure is to facilitate the issuance of student's statement of account.

Office:	Accounting			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students, Parents			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certificate of Registration (COR) or		1. Registrar's Office		
2. Identification (ID) Card of the student		2. IGP Office		
3. Official Receipt		3. Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the Official Receipt and student COR or ID. Note: Representative must present his/her own ID card	Verifies the student's account in the system, prepares the Statement of Account and forwards to the Accountant for signature.	25.00	50 seconds	Accounting staff
2. Claim the student's statement of account.	Releases the student's statement of account.	None	10 seconds	Accounting staff



CASHIER'S OFFICE

External Services



1. COLLECTION OF FEES

This aims to establish a systematic procedure in collecting payments from clients (Students)

Office:		Cashier's office			
Classification:		Simple			
Type of Transaction:		G2C			
Who may avail:		Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Certificate of Registration/ID 2. Order of payment 3. Payment			Client Registrar, Accounting, HRMO, Records IGP, BELS/ASHS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE
1. Present COR/ID and order of payments.	Validates COR/ID, order of payments, delivery receipts and encodes payment.	Tuition (Undergrad)	200.00/unit	2 minutes	Collecting Officer
		Miscellaneous Fees	1,500.00		
		Tuition (Masteral)	400.00		
		Miscellaneous Fees	1,850.00		
		Tuition (Doctorate)	600.00		
		Miscellaneous Fees	2,150.00		
		Internet Fee (Reg. Sem)	300.00		
		Internet Fee (Sum)	150.00		
		Stu. Facilities Enhancement Fee	800.00		
		Institutional Test Fee	300.00		
		Placement, Qualifying Fee	150.00		
		Diploma with case	350.00		
		Transcript of Record	100.00/page		
		Handbook Fee	100.00		
		Student ID	120.00		
		Evaluation	100.00		
		Completion	25.00		
		Certification/Authentication/Verification (CAV)	25.00		
		Dropping/Changing/Adding of Subject	50.00		
		Late Registration	100.00		
		Honorable Dismissal	50.00		
		Special Permit	25.00		
		Leave of Absence Fee	25.00		
		School Organ/School Paper	100.00		
		Deposit	50.00		
		NSTP (CWTS, ROTC, LTS)	300.00		
		OJT Fee – Local	1,000.00		
			1,500.00		



		OJT Fee – National OJT Fee – International Math/English Plus Practice Teaching Fee Enhancement Fee	4,500.00 300.00 1,000.00 225.00		
2. Claim official receipt.	Issues official receipt	None		1 minute	Collecting officer

2. DISBURSEMENT THROUGH CHECK

To establish a standard and systematic disbursement procedure for payment through check.

Office:	Cashier's office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Certificate of Registration/ID			Registrar OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID, Special Power of Attorney (SPA) & valid ID of representative	Validate COR/ID Verify the name of the claimant to the payroll/voucher	None	2 minutes	Disbursing Officer
2. Sign Payroll/voucher	Check the payroll/voucher if properly signed in 2 copies with date; and photocopy the ID of representative	None	2 minutes	Disbursing Officer
3. Receive Check	Disburse check to claimant	None	1 minute	Disbursing Officer



2. DISBURSEMENT THROUGH CASH

To establish a standard and systematic disbursement procedure for payment through cash.

Office:		Cashier's office		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Certificate of Registration/ID			Registrar OSAS	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID, Special Power of Attorney (SPA) & valid ID of representative	Validate COR/ID Verify the name of the claimant to the payroll/voucher	None	1 minute 1 minute	Cashier/Disbursing Officer
2. Sign Payroll/voucher	Check the payroll/voucher if properly signed in 2 copies with date; and photocopy the ID of representative	None	2 minutes	Cashier/Disbursing Officer
3. Receive Cash	Disburse cash to claimant	None	1 minute	Cashier/Disbursing Officer



CASHIER'S OFFICE

Internal Services



4. COLLECTION OF FEES

This aims to establish a systematic procedure in collecting payments from clients (Employee & Outsider)

Office:		Cashier's office			
Classification:		Simple			
Type of Transaction:		G2G			
Who may avail:		Employees/Outsiders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
1. Valid ID 2. Order of payment			HR Records IGP BAC WPU Infirmary Security Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID		PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID, order of payments, delivery receipts.	Validates ID, order of payments, delivery receipts and encodes payment.	ID Medical Certification Bid Docs/project Gate Pass for vehicle WPU Products (See pricelist of IGP Manual)	120.00 200.00 As per proj. 180.00	1 minute	Collecting Officer
2. Claim official receipt and provide feedback.	Issues official receipt and get feedback.	None		1 minute	Collecting officer

2. DISBURSEMENT THROUGH CHECK

To establish a standard and systematic disbursement procedure for payment through check.

Office:		Cashier's office	
Classification:		Simple	
Type of Transaction:		G2G	
Who may avail:		Employees & Outsiders	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
1. Identification Card		National Valid Identification Card	



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID, Special Power of Attorney (SPA) & valid ID of representative	Validates COR/ID Verifies the name of the claimant to the payroll/voucher	None	1 minute 1 minute	Disbursing Officer
2. Sign Payroll/ Voucher.	Checks the payroll/voucher if properly signed in 2 copies with date; and photocopy the ID of representative	None	2 minutes	Disbursing Officer
3. Receive Check and provide feedback.	Disburses check to claimant and get feedback.	None	1 minute	Disbursing Officer



INCOME GENERATING PROJECTS/AUXILIARY SERVICES

External Services



1. PURCHASE & RELEASE OF PRODUCTS/STOCKS/COMMODITIES

This will serve as guide for the clients purchasing the product of University.

Office:	Auxiliary/IGP			
Classification:	IGP			
Type of Transaction:	Simple			
Who may avail:	G2C			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Order of Payment, Delivery Receipt, Client's Log Sheet 2. Official Receipt 3. Gate Pass			1. IGP-Auxiliary Office 2. Cashier's Office 3. Supply & Property Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out client's log sheet & request to purchase products of the University.	Receives and reviews filled-out client's log sheet	None	1 minute	IGP-Auxiliary Office personnel/Clerk
2. Seek approval to purchase and availability of products, stock/commodities	Issues Order of Payments and advises client to pay to the Cashier.	None	2 minutes	IGP-Auxiliary Office personnel/Caretaker/Project In-charge
3. Ask for the Order of Payment and pay to the Cashier. Submit photocopy of O.R. to the IGP Office for record purposes	Releases the product by the caretaker Files the photocopy of O.R.	Prices will be based in the pricelist from the manual of operation of the IGP-Auxiliary Office	20 minutes	IGP-Auxiliary Office & Cashier's Office personnel
4. Receive the purchase products	Releases the products/stock/commodity.	None	2 minutes	IGP-Auxiliary Office personnel/Caretaker
5. Pay the product & gate pass and present the O.R. to the assigned Guard at the Main Gate	Records the photocopied Official Receipt.	Gate pass: PHP 5.00	3 minutes	Client, Office Clerk, Cashier's Office personnel, Guard on duty



2. REQUEST TO RENT FACILITIES OF THE UNIVERSITY

This will serve as guide for the clients requesting to rent facilities of University.

Office:	Auxiliary/IGP			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request for Facilities Form, Order of Payment/Delivery receipt 2. Official Receipt 3. Gate Pass			1. IGP-Auxiliary Office 2. Cashier's Office 3. Supply & Property Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request to rent facilities of the University	1. Receive and review filled-up Forms	None	1 minute	Office Clerk, Client
2. Seek approval to rent		None	3 minutes	IGP-Auxiliary Office personnel
3. If approved coordinate with the IGP staff for the release	2. Issue Order of Payments and advise client to pay to the Cashier; Inform the clients re-policy of damaged and delay in return	Existing rental rates: P5.00/ chair/day P50.00/ table/day	20 minutes	IGP-Auxiliary Office & Cashier's Office personnel
4. Submit photocopy of O.R to the IGP Office	3. File Photocopy of O.R.	None	1 minute	Client, IGP-Auxiliary Office Clerk
5. Pay gate pass and present the O.R. to the Assigned Guard at the Main Gate	4. Release of chair, tables by the Project In-charge	Gate pass: PHP 5.00	5 minutes	Personnel of IGP-Auxiliary Office, Cashier's Office, Supply & Property Office



3. REQUEST TO STAY AT THE UNIVERSITY DORMITORY

This will serve as guide for the clients requesting to stay at the University dormitory.

Office:	Auxiliary/IGP			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			Where to Secure	
1. Application/Registration Form, Order of Payment 2. Official Receipt			1. IGP-Auxiliary Office 2. Cashier's Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Dormitory application form.	Verifies and validates the information on the accomplished application form.	None	30 minutes	Office Clerk, Client
2. If approved, visit the assigned room.	Orients the student re-policy of the dorm.	None	45 minutes	IGP-Auxiliary Office personnel
3. Pay monthly bill.	Issues Order of Payments and advise client to pay to the Cashier	P300.00 /month (Subject to change due to inflation)	15 minutes	Personnel of IGP-Auxiliary Office & Cashier's Office
4. Submit photocopy of O.R to the IGP office	Files photocopy of O.R.	None	1 minute	Client, IGP-Auxiliary Office Clerk

4. REQUEST TO STAY AT THE UNIVERSITY GUEST HOUSE

This will serve as guide for the clients requesting to stay at the University guest house.

Office:	Auxiliary/IGP	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	All	
CHECKLIST OF REQUIREMENTS		All
1. Request Letter (<i>especially for University related activities that are for free</i>)		1. Client 2. IGP-Auxiliary Office



<i>accommodations)</i> 2. Registration Form, Order of payment 3. Official Receipt		3. Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter Request for approval of the University President copy furnished the IGP Director (<i>especially for University related activities that are for free accommodations</i>)	Receives the approved request.	None	1 hour	University President, IGP Director
2. Fill-out the Registration Form.	Checks and receive the accomplished form. Issues Order of Payments and advises client to pay to the Cashier.	None	3 minutes	Caretaker/ Project In-charge Cashier's Office Personnel
3. Fill-out the Guest Record Book.	Records the occupant(s) for monitoring purposes	(for students PPC Guest House: 400.00 (for outsider), PHP 350.00 (for faculty, staff and their relatives), 150.00 (for students Finnegan: 800.00/room/day (outsider) 700.00/room/day (faculty/staff/relatives)	1 minute	Caretaker/ Project In-charge
4. Check-out	Checks the room for any left items or losses inside the room	None	2 minutes	Caretaker/ Project In-charge



HUMAN RESOURCE MANAGEMENT OFFICE

Internal Services



1. ISSUANCE OF CERTIFICATES AND SERVICE RECORDS

This will serve as guide for employees requesting for certifications and service records.

Office:	HRMO			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Employees, Retirees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID 2. Authorization Letter 3. Official Receipt		Authorized Representative & Requisitioner Requisitioner Cashiers Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register at the receiving counter and get order of payment at the HRM office.	Issues Order of Payment		1 minute	HRMO staff
2. Pay ₱25.00 per certificate requested at the Cashier's Office.	Issues official receipt.	₱25.00	2 minutes	Cashier personnel
3. Present the official receipt and other requirements to the HRMO personnel.	Receives the OR, checks the requirements and prepares the documents requested.		20 minutes	HRMO staff
	Verifies the information and signs the documents requested.		2 minutes	Head of the HRM office
4. Claim the documents requested and provide feedback.	Releases the document to the employee or his/her authorized representative		1 minute	



FEEDBACK AND COMPLAINTS MECHANISMS	
How to send the Feedback	Fill out the Client Satisfaction and Feedback (CSF) Form and drop it in the designated Drop Box in the different offices of WPU.
How feedback is processed	HRM personnel shall collect the CSF form from the previous month every 1 st working day of the succeeding month, consolidates the results and inform the Dean/Section head of the concerned employee about the findings.
How to file a complaint	<p>Answer the Client Complaint Form and drop it at the designated drop box in the Public Assistance Complaint Desk (PACD). It can also be filed via telephone. Make sure to provide the following information:</p> <ul style="list-style-type: none"> -Name of person being complaint -incident -Evidence <p>For inquiries and follow ups, clients may contact the following: 09193836791</p>
How complaints are processed	<p>The complaints Officer opens the complaints drop box in a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the complaint officer shall start the investigation and forward the complaint to the relevant office for their explanation.</p> <p>The complaint officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action. The Complaint Officer will give the feedback to the client.</p> <p>For inquiries and follow ups, clients may contact the following: 09193836791</p>
Contact information of WPU	<p>www.wpu.edu.ph pres.office@wpu.edu.ph 09193836791</p>



LIST OF OFFICES

Office	Address	Contact Information
University Registrar	WPU, Aborlan, Palawan	wpumainregistrar@gmail.com
Admission Office	WPU, Aborlan, Palawan	admissionoffice905@gmail.com 09615682938/09774154133
Health Services Division	WPU, Aborlan, Palawan	healthservices.wpu@gmail.com 09175876242
Office of Student Affairs and Services	WPU, Aborlan, Palawan	wpuosas_maincampus@yahoo.com 09275510779
University Library	WPU, Aborlan, Palawan	wpulibrary@gmail.com
Information Technology Services Office	WPU, Aborlan, Palawan	09664352639
Accounting Office	WPU, Aborlan, Palawan	accounting@wpu.edu.ph 09508509889
Cashier's Office	WPU, Aborlan, Palawan	
Auxiliary Services/ Income Generating Projects	WPU, Aborlan, Palawan	wpuigp@gmail.com
Human Resource Management Office	WPU, Aborlan, Palawan	hrmo@wpu.edu.ph 0910 2884099