



JOSE RIZAL MEMORIAL STATE UNIVERSITY



Citizen's *Charter*





JOSE RIZAL MEMORIAL STATE UNIVERSITY

CITIZEN'S CHARTER



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I. General Mandate

The University shall primarily provide advanced education, higher technological, professional instruction and training in arts and sciences, philosophy, literature, mass communication, teacher education, agriculture and forestry, fishery, engineering and architecture, maritime education, industrial and information technology, hotel and restaurant management, tourism, medicine, nursing and allied health sciences, criminology, geology, public administration, business and accountancy, law, nontraditional courses and other relevant fields of study. It shall also undertake research and extension services, and provide progressive leadership in its areas of specialization.

II. Vision

A dynamic and diverse internationally recognized University.

A dynamic, inclusive, and regionally-diverse University in Southern Philippines.

III. Mission

Jose Rizal Memorial State University pledges to deliver effective and efficient services along research, instruction, production and extension.

It commits to provide advanced professional, technical and technopreneurial training with the aim of producing highly competent, innovative and self-renewed individuals.

IV. Goals

Globally competitive education institution;

Resilient to internal and external risks and hazards;

Innovative processes and solutions in research translated to extension engagements;

Partnerships and collaborations with private enterprise, other HEIs, government agencies, and alumni;

Sound Fiscal management and participatory governance.



V. Quality Policy Statement

Jose Rizal Memorial State University, a believer of holistic human development, excellence and quality service, provides quality training and development to students. It shall commit to provide adequate, suitable and relevant resources and services with continuing quality management system for clients and customers' satisfaction thru an efficient and effective quality system which conforms with national and international statutory and regulatory requirements.

VI. Service Pledge

We, the officials and the rest of the human resource of the Jose Rizal Memorial State University, are committed to provide quality services to our stakeholders and to implement the University's mandate of advancing the quality education and undertake research, extension, and production services and institutionalized progressive leadership with the aim of producing highly-competent, innovative, and self-renewed individuals.

We commit to:

Provide quality training and development to students;

Provide adequate, suitable and relevant resources and services with continuing quality management system for clients and customers' satisfaction thru an efficient and effective quality system which conforms with national and international statutory and regulatory requirements;

Provide advanced professional, technical and technopreneurial training

Provide assistance to the public in filing and investigating complaints against government agencies and/or officials for non-compliance to R.A. 11302;

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 lunchbreak.



Office of the Student Affairs and Services



Issuance of Certificate of Good Conduct

This service is to be availed of by students and alumni who intend to be certified for having been known of good moral character and having not involved in any activity which is in violation to the University policies, rules and regulations for the following purposes: employment, board examination, transfer to another school, application for scholarship/grant-in-aid/student loan program, and others.

Office or Division:	Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who May Avail:	students, alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • School ID/Alumni ID or any valid IDs • Accomplished Request Form • Official Receipt 		DSAS/ADSAS Office		
Client Step	Unit Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit accomplished request form.	Issue the request form and evaluate the accomplished document.	None	5 minutes	Registrar's Office / Office Clerk
2. Pay the certification fee.	Receive and acknowledge the payment.	P 50.00	5 minutes	Cashier / Cashier Clerk
3. Submit the accomplished Request Form attaching the official receipt of the payment for the certification.	Issue Certificate of Good Conduct bearing the verifier code to be signed by the DSAS/ADSAS and the College Dean/Associate Dean concerned.	None	5 minutes	DSAS/ADSAS & College Dean/Associate Dean
	TOTAL:	P 50.00	15 minutes	



Filing of Complaint Against a Student/Students

This service is an initial step to be availed of by a student, a faculty member, an administrative personnel as aggrieved or offended party against a student/students officially enrolled in the University pursuant to the provisions in the University Code and Student Handbook, respectively.

Office or Division:	Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who May Avail:	student, faculty, administrative personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Accomplished Incident Report Form (DSAS 011-A) 		DSAS/ADSAS Office		
Client Step	Unit Action	Fees to be Paid	Processing Time	Person Responsible
1. Orally report the issues/concerns to the Dean/Associate of Student Affairs and Services.	Discuss the issues/concerns with the complainant. Determine the substance of the complaint; if found meritorious, require the complainant to accomplish the Incident Report Form.	None	30 minutes	DSAS/ADSAS
2. Accomplish and submit the Incident Report Form (DSAS 011-A).	Receive the accomplished Incident Report Form	None	20 minutes	DSAS/ADSAS
3. Inquire on the conduct of the proceedings	Inform the complainant on the details of the proceedings and notify him/her the venue, date & time of dialogues/	None	10 minutes	DSAS/ADSAS



	hearings with the person complained of.			
	TOTAL:	None	1 hour	



Online Application and Printing of School Identification Card

This service is to be availed of by students across programs who shall be required to present the school ID upon entrance in the campus and engagement in various transactions inside and outside the University.

Office or Division: Student Affairs and Services

Classification: Simple

Type of Transaction: G2C- Government to Citizen

Who May Avail: students

CHECKLIST OF REQUIREMENTS

- Student's Copy stamped enrolled by the Registrar's Office

WHERE TO SECURE

Registrar's Office

Client Step	Unit Action	Fees to be Paid	Processing Time	Person Responsible
1. Log in to link: id.jrmsu-sas.online	<p>Check/verify the information filled out in the online form; upon verification, application may be denied/approved based on completeness of data</p> <p>If approved, notify the student applicant that the school ID is printed.</p> <p>If disapproved, notify the student applicant the reason/s for disapproval;</p>	None	3 minutes	DSAS/ ADSAS office Clerk



	the student may re-apply and comply the deficiencies.			
2. Log in to link: bit.ly/JRMSUrequest upon receipt of the approval notification	Process the online request in claiming the printed ID	None	1 minute	DSAS/ ADSAS office clerk
3. Log in to link: bit.ly/DSAS FEEDBACK	Release the school ID upon completion of the customer feedback form	P 5.00 validation sticker	1 minute	DSAS/ ADSAS office clerk
	TOTAL	P 5.00	5 minutes	



Releasing of Student Handbook

This service is to be availed of by students who secure a copy of the Student Handbook that serves as their guide and reference for policies, rules and regulations implemented towards an exciting, meaningful and hassle-free academic stay in the University.

Office or Division:	Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who May Avail:	students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Student's Copy stamped enrolled by the Registrar's Office 		DSAS/ADSAS Office		
Client Step	Unit Action	Fees to be Paid	Processing Time	Person Responsible
1. Present the validated student's copy or school ID to the DSAS/ADSAS office clerk.	Verify/Validate the enrolment of the student.	None	3 minutes	DSAS/ADSAS office Clerk
2. Fill out the release record book for documentation purpose.	Issue the Student Handbook to the students.	None (1st issuance)	5 minutes	DSAS/ADSAS office clerk
3. Write his/her name in the Student Handbook for identification in case of loss and misplacement.	Ensure that the handbook bears the name of the student	None	3 minutes	DSAS/ADSAS office clerk
	TOTAL	1 st Issuance – None 2 nd Issuance – P 150.00	11 minutes	



Processing of Application/Renewal to Avail of Student Financial Assistance Programs

This service is to be availed of by students who will be afforded with scholarships, grants-in-aid, and student loan to subsidize the cost of living allowance.

Office or Division:	Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who May Avail:	students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Student's Copy stamped enrolled by the Registrar's Office • School ID • Certification from the sponsoring entity/individual • Other documents as required (for sponsoring agency) 		DSAS/ADSAS Office StuFAPs Office		
Client Step	Unit Action	Fees to be Paid	Processing Time	Person Responsible
1. Present school ID, proof of entitlement to any StuFAPs and other supporting documents	Evaluate completeness of documents	None	10 minutes	StuFAPs Unit Head, office clerk assigned
2. Present the passbook to the StuFAPS Unit Head/office clerk	Indicate in the passbook the StuFAP availed and affix the signature of the evaluator	None	5 minutes	StuFAPs Unit Head, office clerk assigned
	TOTAL	None	15 minutes	



Releasing of Student Financial Assistance

This service is to be availed of by students in claiming the cash/check from the Cashier's Office who will be afforded with scholarships, grants-in-aid, and student loan to subsidize the cost of living allowance.

Office or Division:	Student Affairs and Services			
Classification:	Simple			
Type of Transaction:	G2C- Government to Citizen			
Who May Avail:	student beneficiaries			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Student's Copy stamped enrolled by the Registrar's Office 		DSAS/ADSAS Office		
Client Step	Unit Action	Fees to be Paid	Processing Time	Person Responsible
1. Present school ID, proof of entitlement to any StuFAPs and other supporting documents	Evaluate completeness of required documents Issue duly signed claim slip	None	5 minutes	StuFAPs Unit Head, office clerk assigned
2. Proceed to the Cashier's Office and present the claim slip	Verify the authenticity of the claim slip and ask for valid ID Release the financial assistance to the student	None	5 minutes	Cashier, Disbursing Officer
	TOTAL	None	10 minutes	



Re-issuance of School ID and Student Handbook

This service is to be availed of by students seeking for the re-issuance of the school identification card and student handbook.

Office or Division:	Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who May Avail:	student beneficiaries

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Affidavit of Loss Proof of Payment (official receipt) 		DSAS/ADSAS Office		
Client Step	Unit Action	Fees to be Paid	Processing Time	Person Responsible
1. Secure and accomplish an Affidavit of Loss Form	Issue an Affidavit of Loss Form to the requesting party	None	3 minutes	DSAS/ ADSAS office Clerk
2. Submit the accomplished affidavit of loss	Evaluate the entries in the accomplished Affidavit of Loss Form Require the requesting party to pay the corresponding	None	5 minutes	DSAS/ ADSAS office clerk
3. Pay the corresponding amount to the Cashier's Office as billed	Receive the payment and issue the official receipt	P 180 for school ID P 150 for Student handbook	5 minutes	Cashier/ Collecting officer
4. Submit the official receipt	Print/Issue the school ID and release the Student Handbook	None	5 minutes	DSAS/ ADSAS office clerk
	TOTAL	Amount varies upon request	18 minutes	



Processing of Student Accident Insurance Claim

This service is to be availed of by students officially enrolled in the current academic year or the assigned beneficiaries of the accident insurance claim.

Office or Division:	Student Affairs and Services
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who May Avail:	Students and beneficiaries

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Death Certificate Birth Certificate (if single) Marriage Contract (if married) Police Report (if vehicular accident) Affidavit (if not vehicular accident) School ID Valid ID (for beneficiary) <p>If hospitalized only:</p> <ul style="list-style-type: none"> Medical Certificate Receipts of Medicines Purchased Police Report School ID School Certification (incidents inside the campus or school-related activities held outside) Valid ID of the beneficiary (if the claimant is under age) 		<p>Other offices concerned outside of the University</p> <p>DSAS/ADSAS Office</p>		
Client Step	Unit Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit the documentary requirements to the SAS Office.	Evaluate the completeness of the documents submitted.	None	30 minutes	DSAS/ADSAS
	If found complete and in order, endorse the documents to the insurance company for processing.			
Wait for the notification from the SAS Office or from the insurance	Follow up the status of the	None	The University will still negotiate	DSAS/ADSAS



company for the schedule of release of claim.	accident insurance claim. Notify the student/beneficiary		with the insurance company the maximum no. of days as waiting time for the processing of the insurance claim.	
	TOTAL	None	30 minutes	



Processing of Student Clearance

This service is to be availed of by students seeking clearance for the issuance of school credentials for the following purposes: board examination, employment, transfer of school, application for student financial assistance programs, and others.

Office or Division: Student Affairs and Services

Classification: Simple

Type of Transaction: G2C- Government to Citizen

Who May Avail: Students across programs

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Validated School ID (for continuing students) Any valid ID (for returning students) Student Handbook Singing of the JRMSU Hymn (for 1st year students and transferees) 		DSAS/ADSAS Office		
Client Step	Unit Action	Fees to be Paid	Processing Time	Person Responsible
1. Ensure that the signatures of the Guidance Counselor and the Student Government President & Treasurer have been sought and affixed.	Verifies the completeness of the required signatures.	(depending on the financial obligation as determined by the SG officers)	5 minutes	DSAS/ ADSAS office Clerk
2. Present/Submit the requirements to the DSAS/ADSAS office clerk.	If complete and compliant, approve the clearance request.	None	5 minutes	DSAS/ ADSAS office clerk
	TOTAL	Depending on the financial obligation as determined by the SG	10 minutes	



Library Services



Circulation- Borrowing Service (Manual Transaction)

The borrowing service is provided to all bona fide library customers for overnight use.

Office or Division:	Library
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Students, Faculty, Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. For Students: Student's ID		Library		
B. For Faculty and Employees Faculty ID Teacher's Load		Library		
<u>For Employees:</u> Employee's ID		Library		
Client Step	Unit Action	Fees to be Paid	Processing Time	Person Responsible
1. Selects the book/s or materials to be borrowed.	1. Assists the library customers in locating the book/s or materials.	None	10 minutes	Circulation in-charge/ Librarian
2. Presents ID and borrowers' card and selected materials to the circulation in-charge for proper recording.	2. Check and verify the ID, borrowers' card and selected materials to be borrowed.	None	5 minutes	Circulation in-charge/ Librarian
3. Fill-out the book card and borrowers' card.	3. Check the signed book card and borrowers' card.	None	5 minutes	Circulation in-charge/ Librarian
4. Receives the borrowed book/s. or materials.	4. Release the borrowed	None	5 minutes	Circulation in-charge/ Librarian



	<p>book/s or materials to the borrower.</p> <p>4.1. Keep the borrowers' card with signed book card.</p>			
5. Accomplish customer feedback.	5. Check customer feedback response.	None	5 minutes	
	TOTAL	None	30 minutes	



Circulation- Borrowing Service (Automated Transaction)

The borrowing service is provided to all bona fide library customers for overnight use.

Office or Division:	Library
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Students, Faculty, Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. For Students: Student's ID		Library		
B. For Faculty and Employees Faculty ID Teacher's Load		Library		
Client Step	Unit Action	Fees to be Paid	Processing Time	Person Responsible
1. Selects the book/s or materials to be borrowed through Online Public Access Catalog (OPAC)	1. Assists the library customers in locating the book/s or materials.	None	10 minutes	Circulation in-charge/ Librarian
2. Presents ID and selected materials to the circulation in-charge for proper recording.	2.1. Check and verify the ID and selected materials to be borrowed. 2.2. Login in the Integrated Library System (ILS) circulation module for recording. 2.3. Scan the	None	3 minutes	Circulation in-charge/ Librarian



	barcode of the borrowers' ID and the book/s or materials to be borrowed. 2.4.Print receipt.			
3. Receives the borrowed book/s. or materials.	3. Release the borrowed book/s or materials to the borrower.	None	3 minutes	Circulation in-charge/ Librarian
4. Accomplish customer feedback.	4.Check customer feedback response.	None	5 minutes	
	TOTAL	None	21 minutes	



Circulation- Returning Service (Manual Transaction)

This service is provided to the borrower/s to return the book/s or materials in the library

Office or Division:	Library
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Students, Faculty, Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Students, Faculty and Employees: Borrowed book/s or materials.		Library		
Client Step	Unit Action	Fees to be Paid	Processing Time	Person Responsible
1. Present the borrowed book/s or materials to the circulation in-charge.	1. Receive and check the borrowed book/s or materials returned by the borrower. 1.2. Retrieve the borrowers' card and book card and mark the date of return. 1.3. Return the book card to the book pocket.	None	3 minutes	Circulation in-charge/ Librarian
1. For Overdue Books 1.1 Proceed to the cashier office to settle the overdue fines. 1.2 Present the official receipt (OR). 1.3 Receive the OR.	2. For Overdue Books 2.1 Calculate the fines of the overdue book/s. 2.2 Instruct the borrower to proceed to the cashier	Php10.00 per office hour (excluding weekends and holidays)	10 minutes	Circulation in-charge/ Librarian



	office for the payment of the overdue fines. 2.3 Record the OR number. 2.4 Return the OR to the borrower.			
2. Receive the borrowers' card.	3. Release the borrowers' card to the borrower.	None	2 minutes	Circulation in-charge/ Librarian
4. Accomplish customer feedback.	4. Check customer feedback response.	None	5 minutes	
	TOTAL:	P10 x (no. of hours)	20 minutes	



Circulation- Returning Service (Automated Transaction)

This service is provided to the borrower/s to return the book/s or materials in the library.

Office or Division:	Library
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Students, Faculty, Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Students, Faculty and Employees: Borrowed book/s or materials.		Library		
Client Step	Unit Action	Fees to be Paid	Processing Time	Person Responsible
1. Present the borrowed book/s or materials to the circulation in-charge.	1. Scan/ Swipe the barcode of the book in the ILS circulation module return dashboard.	None	3 minutes	Circulation in-charge/ Librarian
2. For Overdue Books 2.1. Proceed to the cashier office to settle the overdue fines. 2.2. Present the official receipt (OR). 2.3. Receive the OR.	2.1 Instruct the borrower to proceed to the cashier office for the payment of the overdue fines. 2.1. Record the OR number. Return the OR to the borrower.	Php10.00 per office hour (excluding weekends and holidays)	10 minutes	Circulation in-charge/ Librarian Cashier
3. Accomplish customer feedback.	3. Check customer feedback response.	None	5 minutes	
	TOTAL:	P10 x (no. of hours)	18 minutes	



E-Library Services

This service is provided to the library customers for online research.

Office or Division:	Library
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Students, Faculty, Employees

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. For Students: Student's ID		Library		
B. For Faculty and Employees Employee's ID		Library		
Client Step	Unit Action	Fees to be Paid	Processing Time	Person Responsible
1. Present school ID for logbook recording/ Swipe ID at the barcode reader.	1. Check ID validation.	None	3 minutes	IT/ E-lib In-charge
2. For first time users secure username and password	2. Issue username and password. (30hrs./sem.)	None	5 minutes	IT/ E-lib In-charge
3. Proceed to the designated workstation.	3. Assist and monitor the client.	None	3 minutes	IT/ E-lib In-charge
4. Log-out users account.	4. Instruct the user to put the workstation in order and ready for the next user.		3 minutes	IT/ E-lib In-charge
5. Accomplish customer feedback.	5. Check customer feedback response	None	5 minutes	IT/ E-lib In-charge
	TOTAL	None	19 minutes	



Signing of Clearance (For Manual Transaction)

The signing of Clearance service is issued to all Library Customers to ensure resources accountability.

Office or Division:	Library
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Students, Faculty, Employees and Alumni

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Students: <ul style="list-style-type: none"> • Clearance • Borrower's card/ Clear Record in the Integrated Library System (ILS) • Accomplish customer feedback form 		Library		
For Faculty: <ul style="list-style-type: none"> • Shall return all borrowed materials • Faculty clearance • Accomplish customer feedback 		Library		
For Employees: <ul style="list-style-type: none"> • Shall return all borrowed materials. • Employee clearance • Accomplish customer feedback form 		Library		
For Alumni: <ul style="list-style-type: none"> • Clearance • Borrowers card/ Clear Record in the Integrated Library System (ILS) • Accomplish customer feedback form 		Library		
Client Step	Unit Action	Fees to be Paid	Processing Time	Person Responsible
A. For Students 1. Presentation of the Clearance	1. Checking of student records	None	5 minutes	Librarian/ Library Staff
2. Accomplish in the Logbook and Customer Feedback forms	2.Retrieve the accomplished customer feedback form	None	5 minutes	Librarian/ Library Staff



3. Receive clearance	3.Clearance signing	None	5 minutes	Librarian/ Library Staff
	TOTAL	None	15 minutes	



Signing of Clearance (For Online Transaction)

The signing of Clearance service is issued to all Library Customers to ensure resources accountability.

Office or Division:	Library
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Students, Faculty, Employees and Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
For Students: <ul style="list-style-type: none"> • Clearance • Borrower's card/ Clear Record in the Integrated Library System (ILS) • Accomplish customer feedback form 	For Face-to-Face Signing: <ul style="list-style-type: none"> • Library For Online Signing: <ul style="list-style-type: none"> • https://www.jrmsu-clearance.online
For Faculty: <ul style="list-style-type: none"> • Shall return all borrowed materials • Faculty clearance • Accomplish customer feedback 	Library
For Employees: <ul style="list-style-type: none"> • Shall return all borrowed materials. • Employee clearance • Accomplish customer feedback form 	Library
For Alumni: <ul style="list-style-type: none"> • Clearance • Borrowers card/ Clear Record in the Integrated Library System (ILS) • Accomplish customer feedback form 	Library

Client Step	Unit Action	Fees to be Paid	Processing Time	Person Responsible
1.Log in to https://www.jrmsu-clearance.online students portal.	1.Log in to https://www.jrmsu-clearance.online	None	5 minutes	Librarian/ Library Staff



	designees portal.			
2.Request for Online Clearance Signing	2.View and check Students Clearance request.	None	3 minutes	Librarian/ Library Staff
3. Accomplish customer feedback through google form. https://docs.google.com/forms/d/1ODq5ztAnfBKAuQNUQcjWRzvXlagUSs_nM9q7JKuypJM	3.Check customer feedback response	None	5 minutes	Librarian/ Library Staff
4. Wait for clearance to be cleared by the designee.	4.Checking students' record and Clear Online Clearance.	None	5 minutes	Librarian/ Library Staff
	TOTAL	None	18 minutes	



Security Services



Issuance of Incident Report

An incident report is a form used to keep track of all illnesses, injuries, near-misses, and accidents that occur at work. No matter how slight the injury, an incident report should be prepared at the time of the incident.

Office or Division:	Safety and Security Services Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who May Avail:	Faculty and staff, Students and Visitors

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Letter request approved by the Data Privacy Officer. If the requesting party is not the concerned individual, a notarized Special Power of Attorney shall be secured. 		Safety and Security Services Office		
Client Step	Unit Action	Fees to be Paid	Processing Time	Person Responsible
1.File a letter request addressed to the Unit Head of Safety and Security Services, and the Data Privacy Officer.	1.Letter request will be facilitated by the Guard-On-Duty to secure approval from the Unit Head for Safety and Security Services and Data Privacy Officer.	None	10 minutes	Guard-On-Duty Unit Head, Safety & Security Services
	2.Once the letter request was approved, details of the incident will be extracted from the logbook and it will be encoded by the assigned	None	15 minutes	Guard-On-Duty Unit Head, Safety & Security Services
2.Receive the Incident Report.	3.After encoding the incident report, the	None	5 minutes	Guard-On-Duty



	assigned officer shall secure approval from the Unit Head for Safety and Security Services. Release the Incident Report.			Unit Head, Safety & Security Services
	TOTAL:	None	30 minutes	



Security Monitoring and Identification Services

Identification, monitoring, and authorization of entrance and departure of employees, students, visitors, and other persons in the university. Assist and guide clients as to where and whom to go and see.

Office or Division:	Safety and Security Services Office
Classification:	Simple
Type of Transaction:	G2C- Government to Citizen
Who May Avail:	Faculty and staff, students and visitors

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Faculty and Staff 1. a. 1. Prescribed uniform; 2. Identification card. b. 1. Trip Ticket (for the university vehicles going out the campus for official business); 2. Pass Slip (for faculty and staff going out the campus). c. Vaccination Card d. The body temperature should not be more than 37.5 degrees celsius. For Students 2. a. 1. Prescribed uniform 2. Identification card; b. Vaccination card. c. The body temperature should not be more than 37.5 degrees celsius. For Visitors 3. a. Valid identification card; b. Vaccination card. c. The body temperature should not be more than 37.5 degrees celsius.		For Faculty and Staff 1. a. 2. DSAS b. 1. Supply Office 2. HRMO. c. LGU/DOH d. Safety and Security Services Office/ Guard-On-Duty For Students 2. a. 2. DSAS b. LGU/DOH c. Safety and Security Services Office/ Guard-On-Duty For Visitors 3. a. Issuing Agency b. LGU/DOH c. Safety and Security Services Office/ Guard-On-Duty		
Client Step	Unit Action	Fees to be Paid	Processing Time	Person Responsible
1. Present themselves for inspection and health protocol.	1. The guard-on-duty shall require the faculty, staff, students, and visitors to present	None	1 minute	Guard-On-Duty



	their identification card, vaccination card (for students and visitors), sanitize, and conduct a temperature check at the entrance gate.			
	2. a. Entry the personal details of the faculty and staff going in the campus into the logbook. b. Entry the personal details of the visitors into the logbook and exchange the presented identification card with visitor's pass.	None	1 minute	Guard-On-Duty
2. a. Return the visitor's pass to the guard-on-duty (for visitors). b. Submit Trip Ticket or Pass Slip (for faculty	3. a. Exchange the visitor's pass with the visitor's identification card and entry into the logbook the	None	1 minute	Guard-On-Duty



and staff going out the campus).	time of his/her departure. b. Entry into the logbook the time of departure and their return to the station (for faculty and staff).			
	TOTAL	None	3 minutes	



Registrar's Office



Enrollment of New & Transferee Students

This service is for incoming New Students who applied for enrollment in the Programs offered by the University. Incoming New Students are High School/Senior High School graduates and transferee students from other private or government HEIs. Incoming New Students apply for enrollment through Online Enrollment in the jrmsu-arms.online.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Incoming New Students (HS Graduate and Transferee)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Approved application for admission number.	Admissions Office/Guidance Office
<p>Admission Requirements for Validation of Enrollment</p> <p>a) High School Graduate</p> <ul style="list-style-type: none"> • Form 138, • Original Good Moral Certificate, • Original PSA Birth Certificate, • 2x2 pictures <p>b) Transferee</p> <ul style="list-style-type: none"> • Honorable Dismissal/Certificate of Transfer Credentials, • Copy of Official Transcript of Records, • Original Good Moral Certificate, • Original PSA Birth Certificate, • 2x2 pictures, • Accomplished Transfer Credit or Equivalency Form (for students with credited courses) <p>For Paying Students – Official Receipt or copy of Proof of Payment (ONCOLL DEPOSIT SLIP – Landbank).</p>	
Approved Academic Placement	Guidance Office



Approved Admission in the Program applied for Enrollment		Dean		
Approved Classes		Program Chairperson		
Client Step	Unit Action	Fees to be Paid	Processing Time	Person Responsible
1.Student Logs-in to the Student Portal of the JRMSU Academic Records Management System (ARMS) using the approved Application for Admission Number, accomplish Profile Form, complete the Student Health Record Tracker and upload copy of admission requirements.	1. Approves Online Academic Placement -Evaluate uploaded admission requirements and approves qualified Programs to enroll in.	None	12 min (ON LINE)	Guidance Office Personnel
2. Student applies for the desired program to enroll.	2. Approves application for admission to the Program. - Evaluation of credentials submitted and/or conduct of interview.	None	10 min (ON LINE)	College Dean
3. Student proceeds to the Registration	3. Verify and approve classes	None	10 min (ON LINE)	Program Chairperson



Process – chooses preferred Flexible Learning Modality and selects classes.	selected for enrolment.			
4. Submit original copies (plus two sets of duplicate copies) of admission requirements and Official Receipt (for paying students only) for Validation of Enrollment.	4. Validate enrolment of student and release Student Copy.	None	10 minutes	Evaluators
5. Proceed to DSAS for School ID and validation process (validation sticker)			15 minutes	DSAS
	TOTAL	None	57 minutes	



Enrollment of Continuing Students

This service is for students who have been enrolled in prior semesters and want to continue their education in the University by enrolling in their respective programs. Enrollment of Continuing Students is done online through the JRMSU Academic Records Management System (jrmsu-arms.online), utilizing their individual accounts in the Student Portal.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Continuing Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance		1. Online Process, request through JRMSU-ARMS (jrmsu-arms.online) 2. Walk-in Process		
Official Receipt or copy of Proof of Payment (ONCOLL DEPOSIT SLIP – Landbank) for Paying Students		Cashier		
Approved application for Shifting of Program (for shifting students)		Dean/Program Chairperson		
Approved Classes		Program Chairperson		
Client Step	Unit Action	Fees to be Paid	Processing Time	Person Responsible
1.Student Logs-in to their account in the Student Portal of the JRMSU Academic Records Management System (ARMS) and updates Profile and Student Health Record Tracker.			5 minutes (ONLINE)	Student



2. Student chooses preferred Flexible Learning Modality, selects classes and wait for feedback.	2. Verify and approve classes selected for enrollment.	None	10 minutes (ONLINE)	Program Chairperson
3. Wait for Validation of Enrollment. For paying students, provide proof of payment (in person or through email).	3. Verify study load and validate enrollment of student.	For paying students only: Initial payment	5 minutes	Evaluators
4. Claim Enrollment Form/Student Copy.	4. Prints Enrollment Form and release Student Copy to the student.	None	5 minutes	Evaluators
5. Proceed to DSAS for ID Validation (validation sticker).			15 minutes	DSAS
	TOTAL	For paying students: Initial payment - not less than P 500	40 minutes	



Release of Scholastic Records

This service is availed by students and/or alumni who would like to request scholastic records for employment, Board Examination, further studies or for any other legal purposes. Scholastic records released by the Registrar's Office include Official Transcript of Records, Diploma, Honorable Dismissal/Certificate of Transfer Credentials, Certification of Grades, Certificate of Graduation, Certification and Verification (CAV), Certificate of Enrollment, Certificate of No Objection, Certificate on General Weighted Average (GWA), Form 137, Authentication of Released Documents and other needed Certifications relating to their records in the University.

Office or Division:	Registrar's Office
Classification:	Simple (under normal condition)
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Students, Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Clearance	1. Online Process, request through JRMSU-ARMS 2. Walk-in Process
Official Receipt	Cashier's Office
Accomplished Request Form	Registrar's Office

Client Step	Unit Action	Fees to be Paid	Processing Time	Person Responsible
1. Secure request form and accomplish requirements.	1. Provide request form with checklist and check requirements.	None	10 minutes	Receiving/Releasing In-Charge
2. Proceed to the Cashier's Office for payment.	2. Facilitate and process payment. Issue Official Receipt.	Payment for requested documents: TOR – 100.00/page Certificate of Transfer/Ho	5 minutes	Cashier



		<p>honorable Dismissal – same fee with TOR</p> <p>Certificate of Grades (Graduate School) – 100.00</p> <p>All Types of Certification – 50.00</p> <p>CAV – 50.00</p> <p>Authentication – 10.00/page</p> <p>Diploma Fee (2nd Copy) – 55.00</p> <p>Form 137 – 50.00</p>		
3. Present Official Receipt and Accomplished Request Form to the Receiving Section in the	3. Schedule release and issue claim stub.	None	5 minutes	Receiving/Releasing In-Charge and Evaluators (for schedule)



Registrar's Office.				
4. Claim requested documents as scheduled.	4. Release documents requested.	None	<p><u>For TOR:</u></p> <p>3 working days processing (under normal conditions)</p> <p><u>Certifications:</u></p> <p>Active Students – 15 minutes</p> <p>Inactive Student – 3 days for the issuance of all kinds of Certifications.</p>	Evaluators, Encoders, Releasing Section In-Charge
	TOTAL	Total amount varies upon request	3 days	



Human Resource Management Office



Issuance of Certificate of Leave Credits / Employment / Service Records (For Currently Employed Faculty and Staff)

The Certificate of Employment, Service Record and Certificate of Leave Credits is issued to faculty members and admin staff. A Certificate of employment contains position, office, duration of employment; a Service Record contains detailed information of appointment and the purpose; while Certification of Leave Credits contains leave credit balance as of the date of release.

Office or Division:	Human Resource Management Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Faculty and Administrative Staff

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fully accomplished request slip (1 original copy); or Online Request		For walk-in clients: <ul style="list-style-type: none"> Human Resource Management Office For online request (Main Campus only): <ul style="list-style-type: none"> Log in to : https://forms.gle/2zpgcnVTAZJgXFFo9 		
Client Step	Unit Action	Fees to be Paid	Processing Time	Person Responsible
1.Submit accomplished request slip	Check, verify & approve submitted request slip Route to in-charge	None	5 minutes	HRMO Staff (Receiving Staff)
	Verify, prepare and print certification / service records	None	10 minutes	HRMO Staff (In-charge)
	Approve and sign the certification	None	10 minutes	HRMO / Campus Administrator



2. Accomplish customer feedback form	Check customer feedback response	None	5 minutes	HRMO Staff
3. Receive certification / service record	Logbook certification and give certification to client Scan and Email certification (if requested online)	None	10 minutes	HRMO Staff
	TOTAL	None	40 minutes	



Issuance of Certificate of Leave Credits / Employment / Service Records (For Separated Employees)

A Certificate of employment contains position, office, duration of employment; a Service Record contains detailed information of appointment and the purpose; while Certification of Leave Credits contains leave credit balance as of the date of release.

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

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fully accomplished request slip (1 original copy); or Online Request		For walk-in clients: <ul style="list-style-type: none"> Human Resource Management Office For online request (Main Campus only): <ul style="list-style-type: none"> Log in to : https://forms.gle/2zpgcnVTAZJgXFFo9 		
Client Step	Unit Action	Fees to be Paid	Processing Time	Person Responsible
1.Submit accomplished request slip	Check, verify & approve submitted request slip Inform client to claim requested document the following day Route to in-charge	None	5 minutes	HRMO Staff (Receiving staff)
	Check files at the records room. Verify records, prepare and print certification / service records	None	1 day	HRMO Staff (In-charge)



	Approve and sign the certification	None	10 minutes	HRMO / Campus Administrator
2. Accomplish customer feedback form	Check customer feedback response	None	5 minutes	HRMO Staff
3. Receive the certificate/SR	Logbook document and give to client Scan and email document (if requested online)	None	10 minutes	HRMO Staff
	TOTAL	None	1 day, 30 minutes	



Issuance of Payslip (For Currently Employed Faculty and Staff)

This service is available to currently employed faculty and staff. The payslip contains how much the employee earned for the month and how much tax and other deductions have been taken out.

Office or Division:	Human Resource Management Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Faculty and Administrative Staff

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Fully accomplished request slip (1 original copy); or Online Request		For walk-in clients : <ul style="list-style-type: none"> Human Resource Management Office For online request (Main Campus only): <ul style="list-style-type: none"> Log in to : https://forms.gle/2zpgcnVTAZJgXFFo9 		
Client Step	Unit Action	Fees to be Paid	Processing Time	Person Responsible
1.Submit accomplished request slip	Check, verify & approve submitted request slip Route to in-charge	None	5 minutes	HRMO Staff (Receiving staff)
	Verify payroll and prepare payslip	None	20 minutes	HRMO Staff (Payroll In-charge)
	Approve and sign payslip	None	10 minutes	HRMO / Campus Administrator
2. Accomplish customer feedback form	Check customer feedback response	None	5 minutes	HRMO Staff
3. Receive the certificate/SR	Logbook document and give to client	None	10 minutes	HRMO Staff



	Scan and email document (if requested online)			
	TOTAL	None	50 minutes	



Application for Leave

This service is available to currently employed faculty and staff. Leave of absence is a right granted to officials and employees not to report for work with or without pay as may be provided by law.

Office or Division:	Human Resource Management Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Faculty and Administrative Staff

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Vacation leave - filed five (5) days in advance, whenever possible, of the effective date of such leave <ul style="list-style-type: none"> • Leave Form • Clearance from money and accountability (if leave is more than 1 month) 	<ul style="list-style-type: none"> • HRMO
Mandatory/Forced leave (shall be filed at least 5 days before effectivity of leave) <ul style="list-style-type: none"> • Leave Form 	<ul style="list-style-type: none"> • HRMO
Sick leave (filed immediately upon employee's return from such leave.) <ul style="list-style-type: none"> • Leave Form • Medical certificate if leave is 5 days or more. • In case medical consultation was not availed of, an affidavit should be executed by an applicant. 	<ul style="list-style-type: none"> • HRMO (Leave Form) • Applicant shall provide medical certificate or affidavit
Special Privilege leave – 3 days (filed/approved for at least one (1) week prior to availment, except on emergency cases) <ul style="list-style-type: none"> • Leave Form 	<ul style="list-style-type: none"> • HRMO
Maternity leave – 105 calendar days <ul style="list-style-type: none"> • Leave Form • Clearance 	<ul style="list-style-type: none"> • HRMO (CS Form No.6, clearance form)



<ul style="list-style-type: none"> Accomplished Notice of Allocation of Maternity Leave Credits (Leave Form), if needed Proof of pregnancy e.g. ultrasound, doctor's certificate on the expected date of delivery; If filed on the day or after delivery, Medical certificate (mother), birth certificate (child) 	<ul style="list-style-type: none"> Applicant shall provide proof of pregnancy / medical certificate / birth certificate
Paternity leave – 7 days <ul style="list-style-type: none"> Leave Form Birth certificate Medical certificate Marriage contract 	<ul style="list-style-type: none"> HRMO (Leave Form) Applicant shall provide medical certificate and other requirements
Solo Parent leave – 7 days (filed in advance or whenever possible five (5) days before going on such leave) <ul style="list-style-type: none"> Leave Form Photocopy of Solo Parent Identification Card (original card must be presented upon application) 	<ul style="list-style-type: none"> HRMO (Leave Form) Applicant shall Solo parent ID Card
Study leave (shall meet the agency's internal requirements, if any;) <ul style="list-style-type: none"> Leave Form Clearance Board Resolution approving study leave Contract between the agency head or authorized representative and the employee concerned. 	<ul style="list-style-type: none"> HRMO (Leave Form and clearance) Applicant shall provide the contract and BOR resolution
VAWC leave – 10 days (shall be filed in advance or immediately upon the woman employee's return from such leave. <ul style="list-style-type: none"> Leave Form Any of the following: 	<ul style="list-style-type: none"> HRMO (Leave Form) Applicant shall provide other requirements



<ul style="list-style-type: none"> • Barangay Protection Order (BPO obtained from the barangay; • Temporary/Permanent Protection Order (TPO/PPO) obtained from the court; • Certification of the Punong Barangay/Kagawad or Prosecutor or the Clerk of Court that the application for the BPO, TPO or PPO has been filed with the said office (if the protection order is not yet issued by the barangay or the court) • In the absence of the BPO/TPO/PPO or the certification, a police report specifying the details of the occurrence of violence on the victim and a medical certificate may be considered, at the discretion of the immediate supervisor of the woman employee concerned. 	
<p>Rehabilitation leave – up to 6 months</p> <ul style="list-style-type: none"> • Leave Form • Clearance • Letter request supported by relevant reports such as the police report, if any, • Medical certificate on the nature of the injuries, the course of treatment involved, and the need to undergo rest, recuperation, and rehabilitation, as the case may be. • Written concurrence of a government physician relative to the recommendation for rehabilitation if the attending physician is a private practitioner, particularly on the duration of the period of rehabilitation. 	<ul style="list-style-type: none"> • HRMO (Leave Form, clearance form) • Applicant shall provide other requirements



<p>Special leave benefits for women – up to 2 months</p> <ul style="list-style-type: none"> • Leave Form • Clearance (more than 1 month leave) • Medical certificate filled out by the proper medical authorities, e.g. the attending surgeon accompanied by a clinical summary reflecting the gynecological disorder which shall be addressed or was addressed by the said surgery; histopathological report; the operative technique used for the surgery; the duration of the surgery including the peri-operative period (period of confinement around surgery) as well as the employees estimated period of recuperation for the same. 	<ul style="list-style-type: none"> • HRMO (Leave Form, clearance form) • Applicant shall provide other requirements
<p>Special Emergency (Calamity) leave – up to 5 days</p> <ul style="list-style-type: none"> • Leave Form • Certification from LGU/Barangay that the residence of employee is affected by a calamity and that the place of residence is covered in the declaration of calamity area by the proper government agency; and such other proofs as may be necessary. 	<ul style="list-style-type: none"> • HRMO (Leave Form) • Applicant shall provide other requirements
<p>Monetization of leave credits (not more than 30 days)</p> <ul style="list-style-type: none"> • Leave Form 	<ul style="list-style-type: none"> • HRMO (Leave Form) • Budget Office



<ul style="list-style-type: none"> • Certification as to availability of budget • Application for monetization of fifty percent (50%) or more of the accumulated leave credits shall be accompanied by letter request to the head of the agency stating the valid and justifiable reasons. 		<ul style="list-style-type: none"> • Applicant shall provide other requirements 		
Adoption Leave <ul style="list-style-type: none"> • Leave Form • Authenticated copy of the Pre-Adoptive Placement Authority issued by the Department of Social Welfare and Development (DSWD). 		<ul style="list-style-type: none"> • HRMO (Leave Form) • Applicant shall provide other requirements 		
Client Step	Unit Action	Fees to be Paid	Processing Time	Person Responsible
1.Submit application for leave with complete requirements	Check and verify the documents submitted Route to In-charge	None	10 minutes	HRMO Staff (Receiving Staff)
	Compute leave credits and entry leave credit balance on the Leave Form Return Leave Form to employee	None	10 minutes	HRMO Staff (Leave Card In-charge)
2.Submit Leave Form to immediate head	Approve/disapprove leave. If leave is	None	5 minutes	Immediate Head



	disapproved, indicate reason Return Leave Form to employee			
3. Submit Leave Form to Campus Administrator / University President	Approve/ disapprove leave. If leave is disapproved, indicate reason	None	1 day	University President/ Campus Administrator
4. Submit approved Leave Form to HR Office If disapproved, inform HR Office for records purposes	Record the approved leave	None	10 minutes	HRMO Staff
	TOTAL	None	1 day, 35 minutes	



Processing of First Payment Salary

The request for payment of salary (first payment) can be availed by the newly hired faculty and staff. If request is not made by the concerned employee, the HR Office will automatically process the first payment upon submission of DTR and other requirements.

Office or Division:	Human Resource Management Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Newly Hired Faculty and Administrative Staff

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
VLs/COS/JO/Casual <ul style="list-style-type: none"> • DTR • Duly Notarized Contract/Approved Job Order / Casual Plantilla received by CSC Permanent /Temporary: <ul style="list-style-type: none"> • Duly signed appointment received by CSC • DTR • Oath of Office • SALN • Assumption to Duty • Medical Certificate 		Human Resource Management Office		
Client Step	Unit Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit request with complete requirements	Check requirements Route to DTR in-charge	None	15 minutes	HRMO Staff
	Compute late/undertime/ absences Route to Payroll In-charge	None	20 minutes	HRMO Staff (DTR In-charge)
	Prepare payroll and forward to budget office	None	1 hour	HRMO Staff (Payroll In-charge)



	Obligate the amount Forward to Accounting Office	None	30 minutes	Budget Officer (Satellite Campus) Budget Office Staff (Satellite Campus)
	Validate claim and issue JEV Forward payroll to Campus Administrator	None	30 minutes	Accountant/Head Accounting Unit (Satellite Campus) Accounting Staff (Satellite Campus)
	Sign payroll Return to Accounting Office	None	1 hour	Campus Administrator CA Staff
	Forward payroll and supporting documents to Main Campus	None	1 day	Liaison Officer (Satellite Campus)
	Record the obligated amount to different registry (RAOPS, RAOMS, RAOCO) Forward document to Accounting Office	None	15 minutes	Budget Officer (Main Campus) Budget Office Staff (Main Campus)
	Check and validate claims Forward documents to the Office of the University President	None	2 hours	Accountant (Main Campus) Accounting Staff (Main Campus)
	Approve payroll	None	30 minutes	University President



	Return to Accounting Office			OUP Staff
	Logbook and release document to Cashier's Office	None	5 minutes	Accounting Staff (Main Campus)
	Prepare LDDAP/ADA Return documents to Accounting Office	None	1 hour	University Cashier (Main Campus) Cashier Staff (Main Campus)
	Prepare Payroll ATM Credit System Validation (PACS Val) Route to Accountant, Cashier and University President for signature of LDDAP/ADA/ PACS Val	None	2 hours	Accounting Staff (Main Campus)
	Sign and approve LDDAP/ADA/ PACS Val	None	4 hours	Accountant, University Cashier, University President
	Release documents to Cashier's Office	None	15 minutes	Accounting Staff (Main Campus)
	Check and transmit documents to LBP	None	1 hour	Cashier (Main Campus)
	TOTAL	None	2 days, 6 hours, 40 minutes	



Application for Terminal Leave Benefits

Application for terminal leave benefits is available to retired/separated employees. Terminal leave refers to money value of the total accumulated leave credits of an employee based on the highest salary rate received prior to or upon retirement date/voluntary separation.

Office or Division:	Human Resource Management Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	Retired Employees with Leave Credit Balance

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ul style="list-style-type: none"> • Leave Form (Application for Terminal Leave Benefits) • Clearance from money, property and legal accountabilities JRMSU • Certified photocopy of employees leave card as of the last date of service issued by the HRMO • Summary of Leave Credits • Complete Service Record • Statement of Assets, Liabilities and Net Worth (SALN) • Certified photocopy of appointment/Notice of Salary Adjustment (NOSA) showing the highest salary received if the salary under the last appointment is not the highest • Certification as to leave credit balance 	<ul style="list-style-type: none"> • Human Resource Management Office
<ul style="list-style-type: none"> • Approved application for retirement/resignation duly endorsed by the Campus Administrator • Applicant's authorization (in affidavit form) to deduct all financial obligations with the University, if applicable 	<ul style="list-style-type: none"> • To be provided by applicant



<ul style="list-style-type: none"> Designations, in case claimant is a faculty with admin designation/s 				
<ul style="list-style-type: none"> Certificate of No Pending Case GSIS Clearance 		<ul style="list-style-type: none"> GSIS 		
<p>In case of death of claimant:</p> <ul style="list-style-type: none"> Copy of Death Certificate (original or certified true copy PSA) Judicial or Extra-Judicial Settlement of Estate; Marriage contract 		<ul style="list-style-type: none"> To be provided by applicant 		
Client Step	Unit Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit application for terminal leave with complete requirements	Check and verify the documents submitted	None	30 minutes	HRMO Staff
	Encode leave credits and prepare Summary of Leave credits by year Forward to HRMO for verification and signature	None	2 days	HRMO Staff
	Check, verify leave credits and forward to Campus Admin	None	1 day	HRMO
	Approve and sign leave cards Return documents to HR Office	None	20 minutes	Campus Admin / Campus Admin Staff



	Prepare voucher	None	30 minutes	Accounting Staff /Budget Staff /HR Staff
	Sign voucher	None	20 minutes	Head of the Accounting Unit / Budget Officer / AO / Campus Admin
	Submit Application for Terminal Leave Benefits to the OUP for approval	None	1 day	HR Staff
	Approve application Forward documents to System HR	None	30 minutes	University President OUP Staff
	Check the documents Forward to Accounting for preparation of LARP	None	1 hour	System HRMO System HR Staff
	Verify, check and prepare LARP Return to System HRMO	None	20 minutes	Accountant (Main Campus) Accounting Staff (Main Campus)
	Logbook and submit documents to System Budget	None	20 minutes	System HRMO Staff
	Review documents and prepare transmittal to	None	1 hour	System Budget Officer



	DBM (for funding) for the University President's signature Submit document to OUP			System Budget Office Staff
	Sign the documents	None	30 minutes	University President
	Return documents to System Budget Officer	None	30 minutes	OUP Staff
	Mail documents to DBM RO9	None	1 hour	System Budget Staff
	Wait for DBM to reply our request			
	TOTAL	None	4 days, 6 hour, 50 mins.	



Cashier's Office



Collection of Tuition and Other Fees

This is a cashiering service. Enrollment-related fees are received by Cashier.

Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Students, Parents, or Authorized Representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> Assessment Form Students Passbook Deposit Slip 		<p>Junior High School- Department/Student Portal</p> <p>Graduate School-Department/Online Enrollment</p> <p>Land Bank of the Philippines</p>		
Client Step	Unit Action	Fees to be Paid	Processing Time	Person Responsible
1. Pays tuition and other fees	1. Check and verifies assessment form/payment slip	1. Upon enrollment of P 500.00 to P 1,000.00 2. Fees depend on assessment	4 minutes	Cashier's staff
	2. Accepts payment thru the following options:			Cashier's staff



	a. Over the counter transaction or direct payment to the Cashier's office b. Through ONCOLL deposit to JRMSU LBP Account c. Through online/interne t; log on to https://epaymentportal.landbank.com	NONE		Cashier's staff
	3. Issue receipt	NONE	4 minutes	Cashier's staff
	TOTAL:	Fees depend on the assessment	8 minutes	



Payment for TOR, Diploma, etc.

This is a cashiering service. Enrollment-related fees are received by Cashier.

Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Students, Parents, Suppliers, Contractors or Authorized Representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Clearance Form • Request Slip from the Registrar's Office • Payment Slip or Order of Payment 		Registrar's Office/Student online clearance Registrar' Office Accounting Office/BAC/GS/Registrar's Office		
Client Step	Unit Action	Fees to be Paid	Processing Time	Person Responsible
1. Pays other fees (e.g. Transcript of Records, Diploma, Certification)	1. Check and verifies order of payment or clearance form and	1. Transcript of Records P 50.00	3 minutes	Cashier's staff
	2. Accept payment	1. Honorable Dismissal P100.00	1 minute	Cashier's staff
		2. Diploma P55.00	1 minute	Cashier's staff
		3. Certification P50.00	1 minute	Cashier's staff
		4. CAV P50.00	1 minute	Cashier's staff



		5. ID w/ lace P180.00/w /out lace P70.00	1minute	Cashier's staff
		6. Authentica tion P10.00/pa ge	1 minute	Cashier's staff
		7. Graduatio n fee P105.00	1 minute	Cashier's staff
		8. Good Moral P50.00	1 minute	Cashier's staff
		9. Form 137 P50.00	1 minute	Cashier's staff
		10.Exam. Fee IS & GS P100.00	1 minute	Cashier's staff
		11.INC P 25.00/subj ect	1 minute	Cashier's staff
		12.Refund of Cash Advance	1 minute	Cashier's staff
		13.Fidelity Bond Payment	1 minute	Cashier's staff
		14.Bidding Docs	1 minute	Cashier's staff
	TOTAL:	Total amount varies upon request	4 minutes	



Releasing of Checks

This is a disbursing service. Checks for payment of obligations of the University are claimed at the Cashier.

Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Students, Parents, Suppliers, Contractors or Authorized Representatives			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ID (or any proof of identity w/ picture and signature)		Claimant and Authorized Representative		
Official Receipt (for suppliers: evidence of delivery)		Claimant		
SPA, if representative claims on behalf of the claimant		Claimant		
Client Step	Unit Action	Fees to be Paid	Processing Time	Person Responsible
1. Claims checks from the issuing staff of the office for: 1.) Suppliers and Contractors	1. Check and verifies the identity of the claimant by requesting proof of identity like ID card or SPA if check is claimed by a representative; Request of Official Receipt for the payment made.	NONE	5 minutes	Cashier's staff
	2. Before releasing the check, require the claimant to sign the DV and have the	NONE	5 minutes	Cashier's staff



	Official Receipt if the claimant is a supplier.			
2. Claims check from the issuing staff of the office for students and University Employees/Personnel	2. Check and verifies the identity of the claimant by requesting proof of identity like ID card or SPA if check is claimed by a representative.	NONE	5 minutes	Cashier's staff
	2. Before releasing the check, require the claimant to sign the voucher or payroll.			
	TOTAL:	None	15 minutes	



Finance Office



Procurement Process

This process describes the necessary steps and actions in purchasing goods, services and infra projects less than One Million (1M), small value procurement. For Public Bidding procurement, the BAC shall follow the RA 9184 and its IRR on the timelines set as stipulated.

Office or Division:	Finance
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who May Avail:	End Users, Heads of Offices, Suppliers/Contractors

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> • Purchase Request • PPMP • APP • Budget Proposal 		Supply Office End User BAC		
Client Step	Unit Action	Fees to be Paid	Processing Time	Person Responsible
END USER			None	10 minutes
Initiates Request				
SUPPLY OFFICE	a. Receives and verifies request b. Prepares Purchase request in coordination with the end user c. Forwards PR to authorized signatories for approval	None	1 day	Supply Office Staff Supply Office Staff, End User Supply Office Staff, Budget Officer, Accountant, HOPE Supply Office Staff



	d. Forwards approved PR to BAC office			
BAC	Processes the PR until the determination of the winning bidder	None	7 days	BAC BAC
SUPPLY OFFICE	a. Receives the set of documents from the BAC office and prepare Purchase Order b. Forwards PO to the Budget Office for obligation	None	15 minutes	Supply Office Staff Supply Office Staff, Budget Officer
BUDGET OFFICE	a. Prepares obligation slip/budget utilization request b. Forwards approved obligation slip/budget utilization request	None	15 minutes	Budget Office Staff Budget Office Staff
ACCOUNTING OFFICE	a. Checks and approves PO as to the availability of funds	None	15 minutes	Accountant Accounting Office Staff



	b. Returns the PO to the Supply Office			
SUPPLY OFFICE	a. Seeks the approval of the PO by the HOPE	None	1 day	Supply Officer
	b. Serves approved PO to the winning bidder		2 hours	Supply Officer
	c. Furnishes the Auditor the conformed PO by the winning bidder		15 minutes	Supply Office Staff
	d. Receives delivered items by the winning bidder		(As stipulated in the delivery term. Upon receipt of PO a maximum of 20 days)	Supply Officer Staff/Procurement Officer
	e. Informs the inspecting committee of the delivered items		10 minutes	Supply Officer Staff/Procurement Officer
	f. Prepares inspection and acceptance report		10minutes	Supply Officer



INSPECTION COMMITTEE	Inspect the delivered item accordingly and signs the inspection and acceptance report	None	1-2 items,10 min. More than 2 items,30 mins Highly Technical-2 hours	Inspectorate Team
SUPPLY OFFICER	a. Signs the inspection and acceptance report b. Records delivered items to the Property and Stock Card b.1 Prepares the RIS/RSMIR/A RE for the items to be distributed to the end user c. Submits all the procurement documents to Accounting Office for payment	None	2 hours	Supply Officer, Supply Office Staff
ACCOUNTING OFFICER	a. Scrutinizes the completeness of the documents	None	1 hour	Accountant, Accounting Staff



	<p>submitted for payment</p> <p>b. Prepares disbursement voucher with control number</p> <p>c. Forwards approved disbursement voucher to the cashier for payment</p>			
CASHIER	<p>a. Prepares checks LDDAP/ADA/ ACIC for payment</p> <p>b. Release checks to different payee</p> <p>b.1 Submit to the accredited bank LDDAP/ADA/ ACIC</p>	None	1 hour	Cashier, Cashier Staff
	TOTAL	none	30 days, 1 hour, 20 minutes	



FEEDBACK AND COMPLAINTS MECHANISM

Feedback pertains to satisfaction or dissatisfaction of services delivered by a unit/office of the University.

Complaints pertains to behavior/conduct of an employee of the University in the performance of duties and functions.

How to send a feedback

Client may:

Accomplish the Client Complaint and Feedback Form and drop in the designated box at the drop box located at the Public Assistance and Complaints Office; or

Log in: <https://forms.gle/mnovEAPdCqpGjs6i9>

How feedback are processed

The Records Office collects all accomplished Client Feedback and Complaints Form from the designated drop box at the Public Assistance and Complaints Office every Friday.

Feedbacks are compiled and forwarded to the concerned office. The head of the concerned office reviews the feedback and discusses the same to employees within the unit. An Action Plan is prepared to address the identified gaps, if any.

The head of the concerned office shall submit a copy of the action plan to the Records Office for records purposes.

How to file a complaint

The client may:

- Answer the Feedback and Complaints Form and drop it at the designated box at the Public Assistance and Complaints Office; or
- Log in <https://forms.gle/mnovEAPdCqpGjs6i9> ; or
- Send email to :
 - Main Campus: dapitan.recordsoffice@jrmsu.edu.ph
 - Dipolog Campus: dipolog.recordsoffice@jrmsu.edu.ph ;
 - Katipunan Campus: shamarcades2017@gmail.com ;
 - Tampilisan Campus: jrmsutc_hrmo@jrmsu.edu.ph
 - Siocon Campus: shamarcades2017@gmail.com ;



	<p>The complaint must have the minimum information:</p> <ul style="list-style-type: none">- Name of the person being complained of- Incident- Evidence <p>For inquires and follow ups, clients may contact the following:</p> <table><tr><th>Campus</th><th>Email Address</th><th>Number</th></tr><tr><td>Main</td><td>dapitan.recordsoffice@jrmsu.edu.ph</td><td>09365225265</td></tr><tr><td>Dipolog</td><td>dipolog.recordsoffice@jrmsu.edu.ph</td><td>09665613687</td></tr><tr><td>Katipunan</td><td>shamarcades2017@gmail.com</td><td>09382121318</td></tr><tr><td>Tampilisan</td><td>jrmsutc_hrmo@jrmsu.edu.ph</td><td>09972744523</td></tr><tr><td>Siocon</td><td>hrmo.sioconcampus@jrmsu.edu.ph</td><td>09051858895</td></tr></table>	Campus	Email Address	Number	Main	dapitan.recordsoffice@jrmsu.edu.ph	09365225265	Dipolog	dipolog.recordsoffice@jrmsu.edu.ph	09665613687	Katipunan	shamarcades2017@gmail.com	09382121318	Tampilisan	jrmsutc_hrmo@jrmsu.edu.ph	09972744523	Siocon	hrmo.sioconcampus@jrmsu.edu.ph	09051858895
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Siocon	hrmo.sioconcampus@jrmsu.edu.ph	09051858895																	
How complaints are processed	<p>All complaints received will be evaluated and determined on a weekly basis.</p> <p>The Records Office shall forward all complaints to the concerned office. The head of the concerned office initiates the investigation and requests the responsible personnel for explanation, if necessary. Upon completion of the investigation, the concerned head prepares a report and submits recommendation to the Campus Administrator/University President. Once the recommendations are approved, the concerned head provides the feedback to the client concerned.</p> <p>The concerned office shall furnish the Records Office a copy of the approved recommendations for records purposes.</p> <p>For inquires and follow ups, clients may contact the following:</p> <table><tr><th>Campus</th><th>Email Address</th><th>Number</th></tr><tr><td>Main</td><td>dapitan.recordsoffice@jrmsu.edu.ph</td><td>09365225265</td></tr><tr><td>Dipolog</td><td>dipolog.recordsoffice@jrmsu.edu.ph</td><td>09665613687</td></tr><tr><td>Katipunan</td><td>shamarcades2017@gmail.com</td><td>09382121318</td></tr><tr><td>Tampilisan</td><td>jrmsutc_hrmo@jrmsu.edu.ph</td><td>09972744523</td></tr><tr><td>Siocon</td><td>hrmo.sioconcampus@jrmsu.edu.ph</td><td>09051858895</td></tr></table>	Campus	Email Address	Number	Main	dapitan.recordsoffice@jrmsu.edu.ph	09365225265	Dipolog	dipolog.recordsoffice@jrmsu.edu.ph	09665613687	Katipunan	shamarcades2017@gmail.com	09382121318	Tampilisan	jrmsutc_hrmo@jrmsu.edu.ph	09972744523	Siocon	hrmo.sioconcampus@jrmsu.edu.ph	09051858895
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Siocon	hrmo.sioconcampus@jrmsu.edu.ph	09051858895																	
Contact Information of CCB, PCC, ARTA	<p>ARTA: complaints@arta.gov.ph 1-ARTA-2728 PCC: 8888 CCB: 0908-881-6565 (SMS)</p>																		



LIST OF OFFICES

Main Campus:

Address : Gov. Guading Adasa St. Sta. Cruz, Dapitan City, Zamboanga del Norte 7101

Office	Contact Number	Email Address / FB Page
Student Affairs and Services Office	0917-305-6929	main.dsas@jrmsu.edu.ph
Library Services Offices	0921-590-3198	main.library@jrmsu.edu.ph
Security Services Office	0970-920-3545	main.security@jrmsu.edu.ph
Registrar's Office	0917-300-8629	jrmsumain.registrar@jrmsu.edu.ph
Human Resource Management Office	0908-892-1806	main.hrmo@jrmsu.edu.ph
Cashier's Office	065-908-8265	main.cashier@jrmsu.edu.ph / cashiersofficejrmsu@gmail.com
Accounting Office	0977-809-5692	main.accounting@jrmsu.edu.ph / univ_accounting@jrmsu.edu.ph
Budget Office	0939-931-5812	main.campusbudget@jrmsu.edu.ph
Supply Office	0909-718-7095	main.supply@jrmsu.edu.ph

Dipolog Campus:

Address: General Luna, Turno Street Dipolog City 7100

Office	Contact Number	Email Address / FB Page
Student Affairs and Services Office	065-908-3325	dipolog.sas@jrmsu.edu.ph
Library Services Offices	065-917-8171/ 8169	dipolog.library@jrmsu.edu.ph
Security Services Office	0919-007-9353	dipolog.security@jrmsu.edu.ph
Registrar's Office	065-917-8278	dipolog.registrar@jrmsu.edu.ph
Human Resource Management Office	065-212-2292	dipolog.hrmo@jrmsu.edu.ph
Cashier's Office	065-918-0345	dipolog.cashiersoffice@jrmsu.edu.ph
Accounting Office	065-918-0345	dipolog.acctgoffice@jrmsu.edu.ph
Budget Office	065-918-0345	dipolog.budgetoffice@jrmsu.edu.ph
Supply Office	065-212-9662	dipolog.supplyoffice@jrmsu.edu.ph



Katipunan Campus:

Address: Katipunan, Zamboanga del Norte 7109

Office	Contact Number	Email Address / FB Page
Student Affairs and Services Office	09209638875	katipunan.sas@jrmsu.edu.ph
Library Services Offices	(065) 918 0141	katipunan.library@jrmsu.edu.ph
Security Services Office	09518367145	katipunan.security services @jrmsu.edu.ph
Registrar's Office	09209638875	registrar.katipunan@jrmsu.edu.ph
Human Resource Management Office	09778019964	katipunan.hrmo@jrmsu.edu.ph
Cashier's Office	09209638875	katipunan.cdo@jrmsu.edu.ph
Accounting Office	09209638875	katipunan.accountingoffice@jrmsu.edu.ph
Budget Office	09124965992	katipunan.budgetoffice@jrmsu.edu.ph
Supply Office	09209638875	katipunan.supplyoffice@jrmsu.edu.ph

Tampilisan Campus:

Address : ZNAC Tampilisan, Philippines 7116

Office	Contact Number	Email Address / FB Page
Student Affairs and Services Office	0966-921-5043	gemariebaquiller@jrmsu.edu.ph
Library Services Offices	0916-533-7813	quenniesuana@jrmsu.edu.ph
Security Services Office	0955-503-6414	diosperrodriguez@jrmsu.edu.ph
Registrar's Office	0935-119-7318	marifenapallaton@jrmsu.edu.ph
Human Resource Management Office	0997-274-4523	jrmsutc_hrmo@jrmsu.edu.ph
Cashier's Office	0926-496-0142	shedan73@yahoo.com
Accounting Office	0966-650-7356	saragsagliba@gmail.com
Budget Office	0935-434-6473	cherryjanelabrador22@gmail.com
Supply Office	0905-862-1454	diegomansanadez@jrmsu.edu.ph

Siocon Campus:

Address: Manaol, Siocon, Zamboanga del Norte 7120

Office	Contact Number	Email Address / FB Page
Student Affairs and Services Office	09260180425	jrmsusiocon.dsas@gmail.com
Library Services Offices	09976177595	siocon.library@jrmsu.edu.ph



Security Services Office	09358139487	jrmsusioconsupplyoffice@gmail.com
Registrar's Office	09175042800	jrmsusiocon.registrar@jrmsu.edu.ph
Human Resource Management Office	09051858895	hrmo.sioconcampus@jrmsu.edu.ph
Cashier's Office	09166229082	cashieroffice.siocon@jrmsu.edu.ph
Accounting Office	09263005480	siocon.acctgoffice@jrmsu.edu.ph
Budget Office	09662208471	budget.sioconcampus@jrmsu.edu.p h
Supply Office	09358139487	jrmsusioconsupplyoffice@gmail.com



CLIENT COMPLAINT AND FEEDBACK FORM

A. SERVICE/S AVAILABLE

Please check (✓) the appropriate boxes (☐)

- ☐ Office of the Student Affairs and Services
 - ☐ Issuance of Certificate of Good Conduct
 - ☐ Filing of Complaint against a Student/Students
 - ☐ Online Application and Printing of School Identification Card
 - ☐ Releasing of Student Handbook
 - ☐ Processing of Application/Renewal to avail of student financial assistance program
 - ☐ Releasing of student financial assistance
 - ☐ Re-issuance of School ID and Student Handbook
 - ☐ Processing of Student Accident Insurance Claim
 - ☐ Processing of Student Clearance
- ☐ Library Services
 - ☐ Circulation- Borrowing Service (Manual Transaction)
 - ☐ Circulation- Borrowing Service (Automated Transaction)
 - ☐ Circulation- Returning Service (Manual Transaction)
 - ☐ Circulation- Returning Service (Automated Transaction)
 - ☐ E-Library Services
 - ☐ Signing of Clearance (For Manual Transaction)
 - ☐ Signing of Clearance (For Online Transaction)
- ☐ Security Services
 - ☐ Issuance of Incident Report
 - ☐ Security Monitoring and Identification Services
- ☐ Registrar's Office
 - ☐ Enrollment of New Students
 - ☐ Enrollment of Continuing Students
 - ☐ Release of Scholastic Records
- ☐ Human Resource Management Office
 - ☐ Issuance of Certificate of Leave Credits / Employment / Service Records (For Currently Employed Faculty and Staff)
 - ☐ Issuance of Certificate of Leave Credits / Employment / Service Records (For Separated Employees)
 - ☐ Issuance of Payslip
 - ☐ Application for Leave
 - ☐ Request for Payment of Salary (First Payment)
 - ☐ Application for Terminal Leave Benefits
 - ☐ Others, please specify _____



- ☐ Cashier's Office
- ☐ Collection of Tuition and Other Fees
 - ☐ Payment for TOR, Diploma, Etc.
 - ☐ Releasing of Checks
- ☐ Finance Office
- ☐ Procurement Process
- ☐ Others, please specify the name of office _____

B. CLIENT SATISFACTION RATING

Please check (✓) the appropriate boxes (□)

Question	Very Much Satisfied (5)	Much Satisfied (4)	Satisfied (3)	Less Satisfied (2)	Not Satisfied (1)
How do you rate our service?					

C. CUSTOMER FEEDBACK

1. Please check (✓) the appropriate boxes (□)

- ☐ Compliment ☐ Suggestion ☐ Complain

2. Facts or details of the incident

<you may use additional sheet/s if needed> <please attach evidence, if complain>

3. Recommendation/Suggestion/Desired Action from the Office

<you may use additional sheet/s if needed>

D. CLIENT'S INFORMATION

In order for us to relay the answer or action taken by the University on your complaint/s and/or feedback/s, kindly fill-out the needed information below.

_____(optional)

Signature Over Printed Name of the Complainant

Date : _____

Contact No: _____ Email Add: _____

Mailing Address : _____