

# Citizen's CHARTER



**JOSE RIZAL MEMORIAL  
STATE UNIVERSITY**

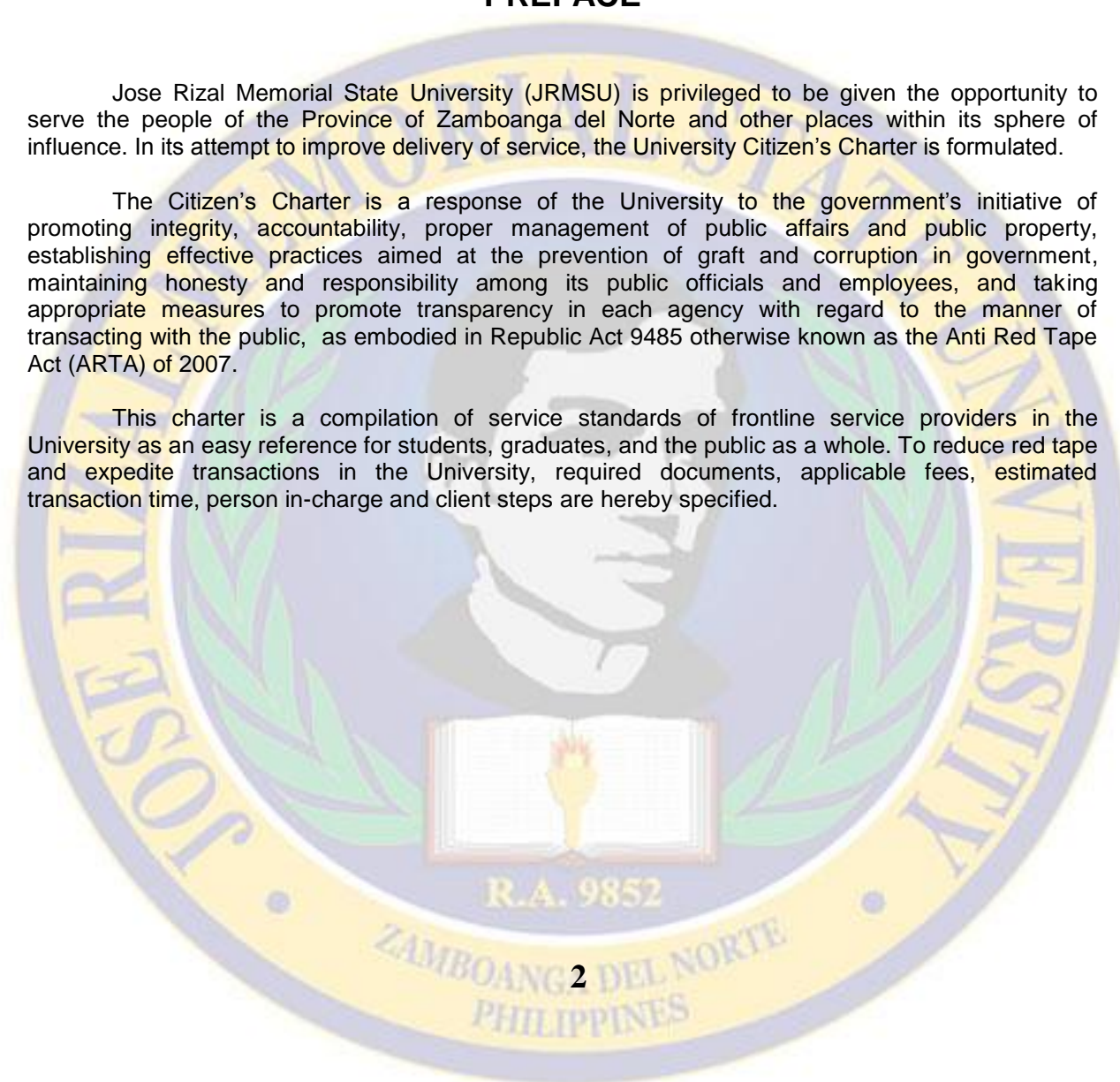


## PREFACE

Jose Rizal Memorial State University (JRMSU) is privileged to be given the opportunity to serve the people of the Province of Zamboanga del Norte and other places within its sphere of influence. In its attempt to improve delivery of service, the University Citizen's Charter is formulated.

The Citizen's Charter is a response of the University to the government's initiative of promoting integrity, accountability, proper management of public affairs and public property, establishing effective practices aimed at the prevention of graft and corruption in government, maintaining honesty and responsibility among its public officials and employees, and taking appropriate measures to promote transparency in each agency with regard to the manner of transacting with the public, as embodied in Republic Act 9485 otherwise known as the Anti Red Tape Act (ARTA) of 2007.

This charter is a compilation of service standards of frontline service providers in the University as an easy reference for students, graduates, and the public as a whole. To reduce red tape and expedite transactions in the University, required documents, applicable fees, estimated transaction time, person in-charge and client steps are hereby specified.







## BRIEF HISTORY

Jose Rizal Memorial State University was established by virtue of RA 9852 with Congresswoman Cecilia G. Jalosjos-Carreon as principal author, Congressman Cesar Jalosjos as co-author. It was approved by President Gloria Macapagal Arroyo on Dec. 15, 2009. It was formerly the Jose Rizal Memorial State College by virtue of RA 8193 sponsored by Congressman Romeo G. Jaloslos of the first District of Zamboanga del Norte and was approved on June 11, 1996 by the President of the Republic, Fidel F. Ramos.

The first President was Dr. Felipe O. Ligan who was appointed in 1997. On June 7, 2002 CHED Special Order No. 35, S. 2002, appointed Dr. Henry A. Sojor as the OIC President of the Jose Rizal Memorial State College in concurrent capacity as President of Central Visayas Polytechnic College in Dumaguete City now Negros Oriental State University.

In the span of two years and eight months, the Board of Trustees then deemed it best for the College to have its permanent leader. Thus, on March 1, 2005, Dr. Edgar S. Blbuena assumed office as second President of JRMSC pursuant to a BOT Resolution No. 04, Series of 2005 Chairmaned by Fr. Rolando V. Rosa, OP.

With the appointment of Dr. Balbuena, the College charted a new course. With his extraordinary leadership it took only four years and nine months for the College to be elevated to the status of a university indeed the growth of the University means a continuing and growing commitment for academic excellence and quality, research and productivity, community involvement and partnership for national development and global competitiveness.

Today, Jose Rizal Memorial State University is an emerging quality higher education institution not only in the local, national but international arena.



## GENERAL PROVISIONS

Jose Rizal Memorial State University is a chartered State University established by virtue of Republic Act 9852. Formerly, it was the JRMSC by virtue of RA 8193 with five(5) campuses: Main Campus situated at Dapitan City, Dipolog Campus in Dipolog City and Siocon Campus in Siocon, Zamboanga del Norte, Tampilisan Campus in Tampilisan ZN, Katipunan Campus in Katipunan ZN . It was signed by President Fidel Ramos on June 11, 1996.

The purpose of the State University Charter is to offer advanced higher professional, technical, special instructions for special purposes and promote research and extension services, advanced studies and progressive leadership in education, agriculture, arts and sciences, engineering and other fields as may be relevant.

Pursuant to Section 5 par. 2, Article XIV of the 1987 Philippine New Constitution, the Jose Rizal Memorial State University shall enjoy academic freedom.

The powers of the State University in addition to those provided in the 1987 Philippine New Constitution and the Education Act of 1982, shall be those set forth in its charter, RA 9852 ,RA 8193 and RA 8292, otherwise known as the Higher Education Modernization Act of 1997, those granted to corporations in general under the Corporation law and such other powers as may be provided by Law.





## PHILOSOPHY, VISION AND MISSION OF THE UNIVERSITY

### *Philosophy*

Jose Rizal Memorial State University adheres to the principle of dynamism and cultural diversity in building a just and humane society.

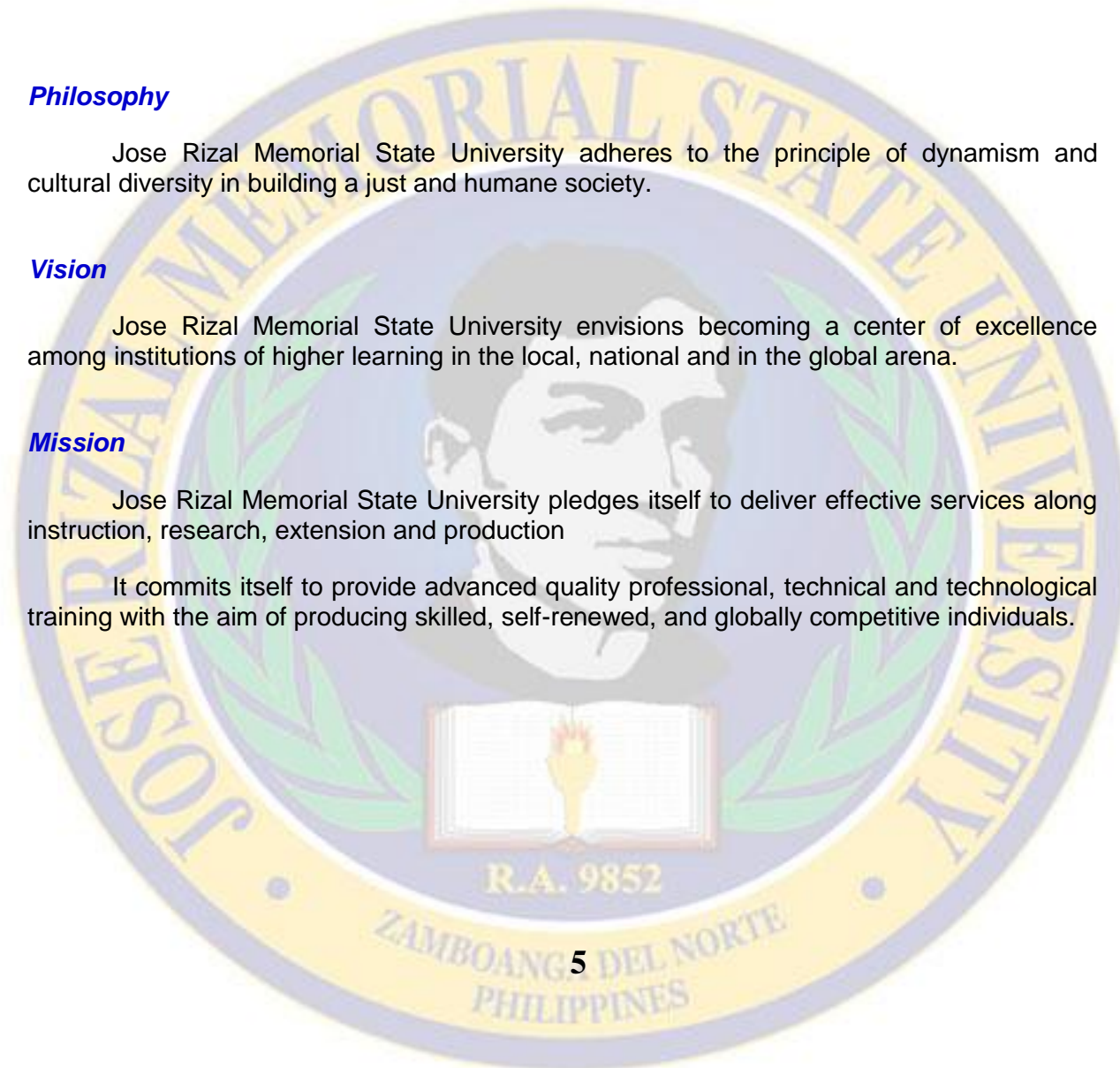
### *Vision*

Jose Rizal Memorial State University envisions becoming a center of excellence among institutions of higher learning in the local, national and in the global arena.

### *Mission*

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

It commits itself to provide advanced quality professional, technical and technological training with the aim of producing skilled, self-renewed, and globally competitive individuals.

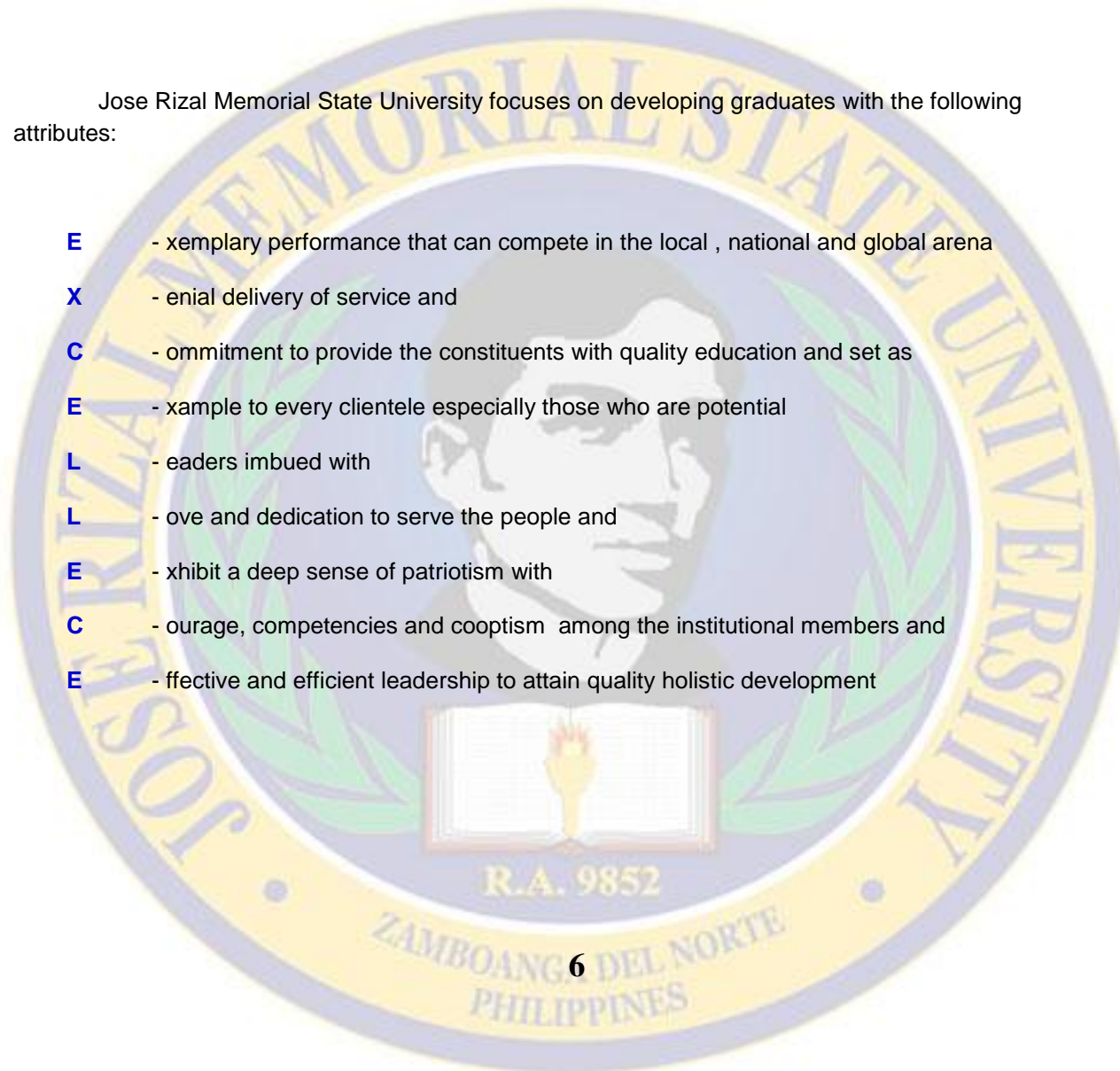




## GOALS OF THE UNIVERSITY

Jose Rizal Memorial State University focuses on developing graduates with the following attributes:

- E** - xemplary performance that can compete in the local , national and global arena
- X** - enial delivery of service and
- C** - ommitment to provide the constituents with quality education and set as
- E** - xample to every clientele especially those who are potential
- L** - eaders imbued with
- L** - ove and dedication to serve the people and
- E** - xhibit a deep sense of patriotism with
- C** - ourage, competencies and cooptism among the institutional members and
- E** - ffective and efficient leadership to attain quality holistic development







## PERFORMANCE PLEDGE

We, the officials and employees of the Jose Rizal Memorial State University, commit to:

- D**eal with our valued clients with courtesy and kindness, from 8:00 a.m. to 5:00 p.m., every working day;
- E**xecute the specific official functions inherent in our office and position, with sincerity, justness, integrity and efficiency;
- L**isten to every client's needs, comments and suggestions and respond to them positively and promptly, to ensure client satisfaction;
- I**nform clients clearly on the procedure or process in availing of our services, thereby minimize transaction time;
- V**alue honesty and fairness, manifesting these in our day-to-day performance, giving no room for graft and corruption in the service;
- E**pitomize all the qualities of a good and effective public servant; and
- R**ectify immediately any inadequacy or failure in the services we render, through the Feedback and Redress Mechanisms.

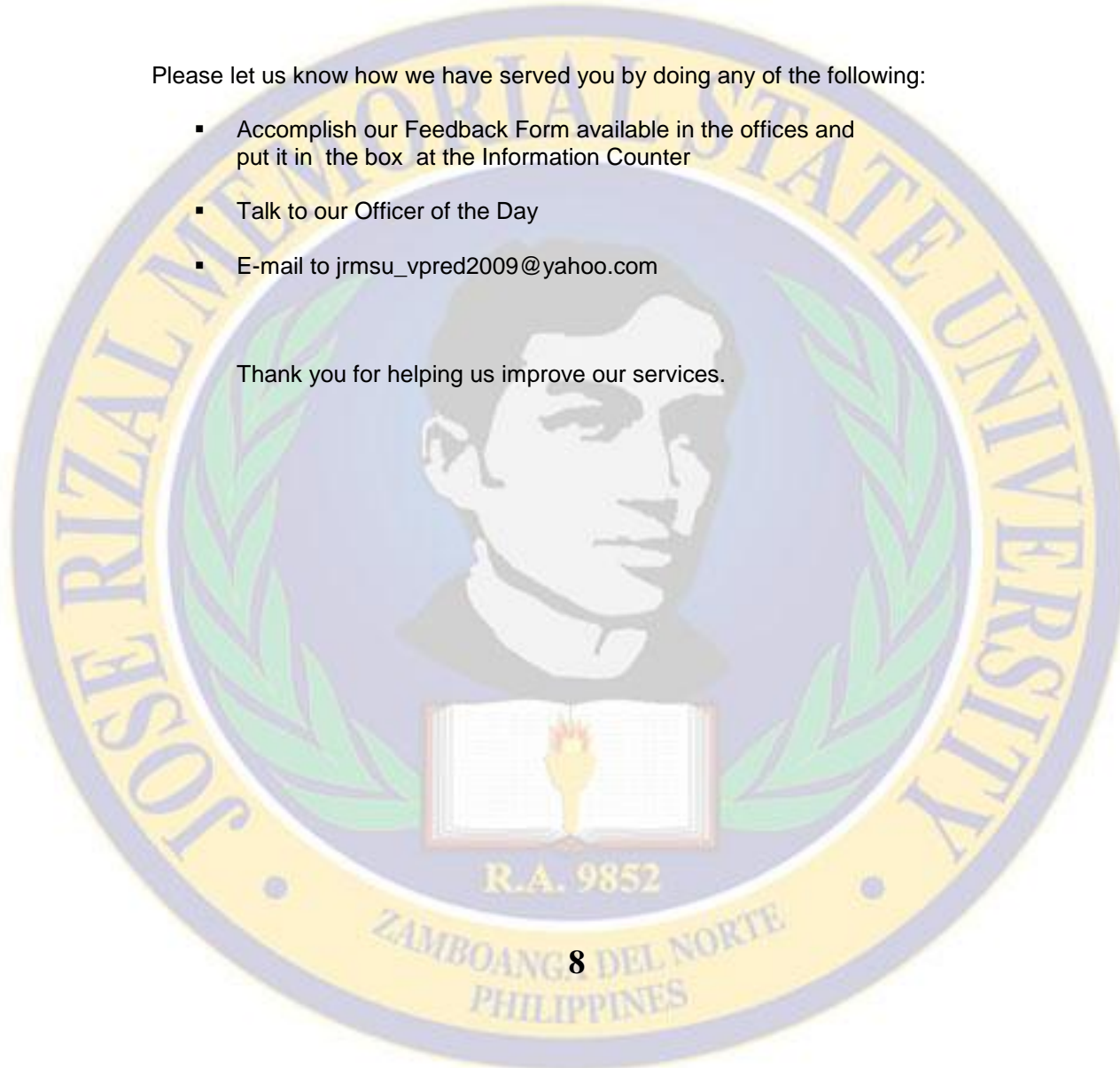


## FEEDBACK AND REDRESS MECHANISMS

Please let us know how we have served you by doing any of the following:

- Accomplish our Feedback Form available in the offices and put it in the box at the Information Counter
- Talk to our Officer of the Day
- E-mail to [jrmsu\\_vp2009@yahoo.com](mailto:jrmsu_vp2009@yahoo.com)

Thank you for helping us improve our services.







## TABLE OF CONTENTS

PREFACE	2
BRIEF HISTORY	3
GENERAL PROVISIONS	4
PHILOSOPHY, VISION AND MISSION	5
GOALS	6
PERFORMANCE PLEDGE	7
FEEDBACK AND REDRESS MECHANISMS	8
FRONTLINE SERVICES	
<b>Part I STUDENTS SERVICES</b>	
A. <b>Students' Affairs</b>	
Library Services	11
Security Services	12
Guidance & Counseling Services	14
Scholarship Application (for new applicants)	15
Scholarship Application (for existing applicants)	16
Student Activities	17
Other Academic-Related Services	18
B. <b>University Registrar</b>	
Enrollment/Admission of Students	20
Release of Scholastic Records	22
<b>Part 2 FACULTY AND EMPLOYEES' SERVICES</b>	
A. Personnel Administration	26
B. Remuneration	27
C. Requests Non Related to Remuneration	27
<b>Part 3 FINANCIAL SERVICES</b>	
A. Routinary Service Request	31
B. Enrollment	32
C. Payment of Services	32
<b>Appendix</b>	
A. Locator's Map	33
B. JRMSU Key Officials	34



## **Students Services**





## Office of the Dean of Students Affairs and Services

<b>PROFILE</b>	We provide our students services that will hone them to be student leaders by assisting them in their co-curricular and extra-curricular activities.
<b>LOCATION</b>	DSAS Office (see Locator's Map on page 35)
<b>AVAILABILITY OF SERVICE</b>	8:00 am – 6:00 pm
<b>CLIENTS</b>	Primarily students and faculty members, alumni
<b>SERVICE REQUIREMENTS</b>	A. Student Activities: Securing permit for staging curricular and extra-curricular by accredited student organizations B. Scholarship Application: Securing study privileges for qualified students
<b>DURATION</b>	Arbitrary Schedule



## A. Library Services

SERVICES	REQUIREMENT	DURATION OF ACTIVITY (For normal circumstance)	PERSON IN CHARGE	FEES	FORM
Lending of Books (overnight)	Student's School ID/Borrower's Card	14 minutes	Circulation In-Charge Library Personnel (Exit)	None	Borrower's Logbook
Acceptance of returned books		5 minutes without penalty 10 minutes with penalty	Circulation In-Charge	Penalty for overdue book: Php10.00 per hour per book	Borrower's Logbook
Signing of Students' and Faculty Clearance	Borrower's Card/School ID Card  Duly accomplished clearance form	5 minutes	Librarian Circulation In-Charge	None	Borrower's Logbook

## B. SECURITY SERVICES

SERVICES	REQUIREMENT	DURATION OF ACTIVITY (For normal circumstance)	PERSON IN CHARGE	FEES	FORM
Identification of persons coming in and out of the school campus and guide clients as to where and whom to go and see.	<b>Students:</b> <ul style="list-style-type: none"> <li>Wearing of prescribed Identification Card and School Uniform</li> </ul> <b>Faculty &amp; Staff:</b> <ul style="list-style-type: none"> <li>Trip Ticket or Pass Slip (<i>for those going out in the campus</i>)</li> </ul> <b>Visitors:</b> <ul style="list-style-type: none"> <li>Valid ID Card lieVoter's ID, Driver's License, SSS ID, School ID (<i>if student from other schools</i>) for issuance of Entry Pass from the Guard on Duty at the guard house/courtesy desk.</li> </ul>	2 minutes	Security Guard On Duty	None	None



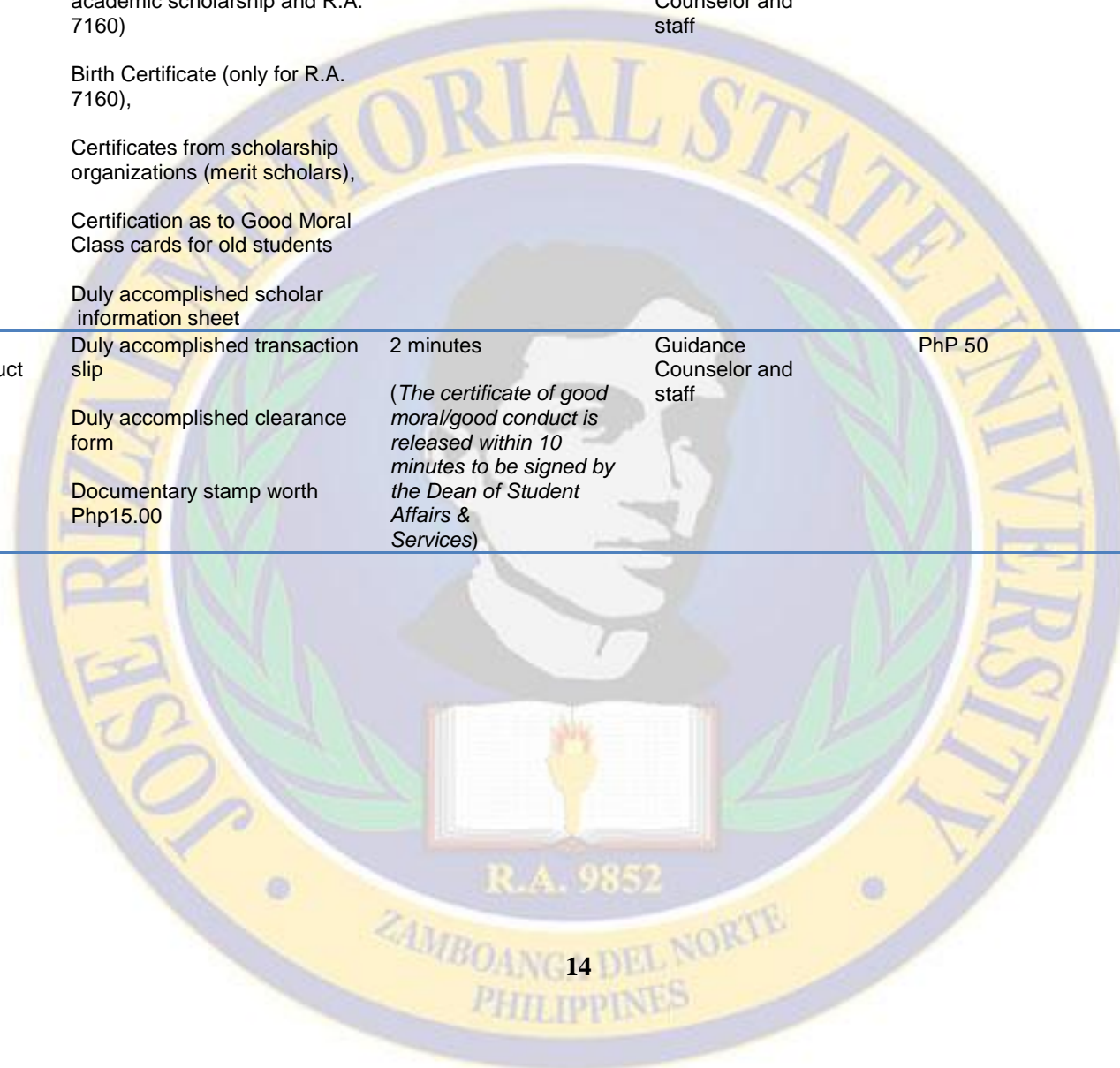


### C. GUIDANCE & COUNSELLING SERVICES

SERVICES	REQUIREMENT	DURATION OF ACTIVITY (For normal circumstance)	PERSON IN CHARGE	FEES	FORM
Enrollment(Admission)	<p>High school career test result <i>(if released)</i></p> <p>Duly accomplished guidance copy of enrolment form</p> <p>Duly accomplished personal data sheet with 2 " x 2" ID picture <i>(to be submitted on the 1st week of the class)</i></p> <p>Duly accomplished Student Information Questionnaire <i>(to be passed on the 1st week of the class)</i></p>	2 minutes	Guidance Counselor and Staff	None	Student Information Questionnaire
Counseling	<p>Duly accomplished data sheet to identify the concerns if the case can be handled.</p> <p>Personal Data Sheet prior to the interview of 1st year students to check the level of adjustment</p>	<p>1 minute <i>(Counseling session is limited to 10 sessions and a maximum of 45 minutes per session)</i></p> <p>1 minute of waiting while checking the PDS <i>(maximum of 15 minutes per student)</i></p>	Guidance Counselor and Staff	None	Personal Data Sheet
Follow-up transactions	Parents come for academic follow up	2 minutes for the checking of schedule <i>( 1 day for the academic follow-up the parents are asked to come the next day)</i>	Guidance Counselor and staff	None	



Scholarship	High school card (only for academic scholarship and R.A. 7160)  Birth Certificate (only for R.A. 7160),  Certificates from scholarship organizations (merit scholars),  Certification as to Good Moral Class cards for old students  Duly accomplished scholar information sheet	5 minutes	Guidance Counselor and staff	None
Issuance of Good Moral/ Good Conduct	Duly accomplished transaction slip  Duly accomplished clearance form  Documentary stamp worth Php15.00	2 minutes  <i>(The certificate of good moral/good conduct is released within 10 minutes to be signed by the Dean of Student Affairs &amp; Services)</i>	Guidance Counselor and staff	PhP 50

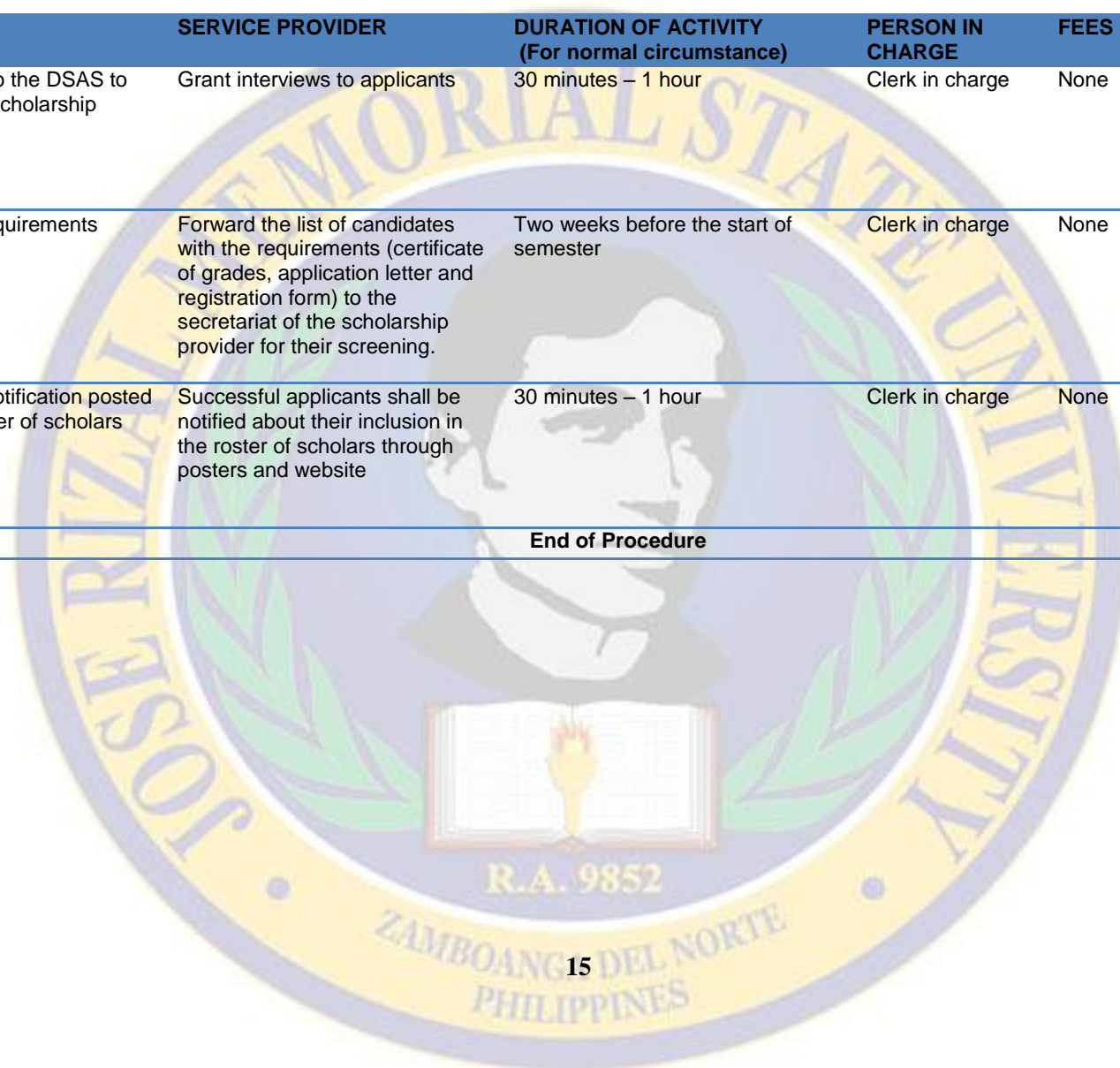






**D. 1. SCHOLARSHIP APPLICATION (for new applicants)**

STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (For normal circumstance)	PERSON IN CHARGE	FEES	FORM
1	Proceed to the DSAS to apply for scholarship grant.	Grant interviews to applicants	30 minutes – 1 hour	Clerk in charge	None	None
2	Submit requirements	Forward the list of candidates with the requirements (certificate of grades, application letter and registration form) to the secretariat of the scholarship provider for their screening.	Two weeks before the start of semester	Clerk in charge	None	Scholarship Application Form
3	Wait for notification posted in the roster of scholars	Successful applicants shall be notified about their inclusion in the roster of scholars through posters and website	30 minutes – 1 hour	Clerk in charge	None	
End of Procedure						





#### D. 2. SCHOLARSHIP APPLICATION (for existing applicants)

STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (For normal circumstance)	PERSON IN CHARGE	FEES	FORM
1	Accomplishment of subsidy form	Processing of subsidy forms	Immediately upon request	Clerk in charge	None	Subsidy Form
2	Coordinate with the DSAS.	Coordination with the Accounting Department in processing the payment for the scholars' matriculation and tuition fees to the scholarship provider. A periodic report shall be submitted to the service provider when necessary.	Immediately upon request	Clerk in charge	None	None
End of Procedure						





## E. STUDENT ACTIVITIES

STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (For normal circumstance)	PERSON IN CHARGE	FEES	FORM
1	Submit a request letter to the VPAA coursed through the DSAS.  The VPRED must be consulted regarding the availability of requested venues and equipment.	The DSAS endorses the letter of request to the VPAA, with the Dean's comments and recommendations.	3-5 working days	DSAS	None	None
2	Fill-out the Activity and Facilities Form signed by the organizer, co-signed by Faculty Adviser (if accredited), or signed by a faculty member, co-signed by the College Dean or Director (if it is a college or unit that will undertake the activity).	Once the request is approved, the DSAS informs the concerned party; after which, the DSAS endorses the letter, together with the "Activity and Facilities" form to the VPRED for approval on the use of the venue requested.	3 – 5 working days		None	Activity and Facilities Form
5	Wait for notice	Appropriate action shall be taken by the VPRED.	Submission of the request form should be at least 10 calendar days ahead of schedule. Request shall be treated on a first come, first served basis.		None	None
6	Properly manage the equipment and venue requested	Once approved, the DSAS issues the permit.	2 – 3 days		None	None
End of Procedure						



## F. OTHER ACADEMIC-RELATED SERVICES

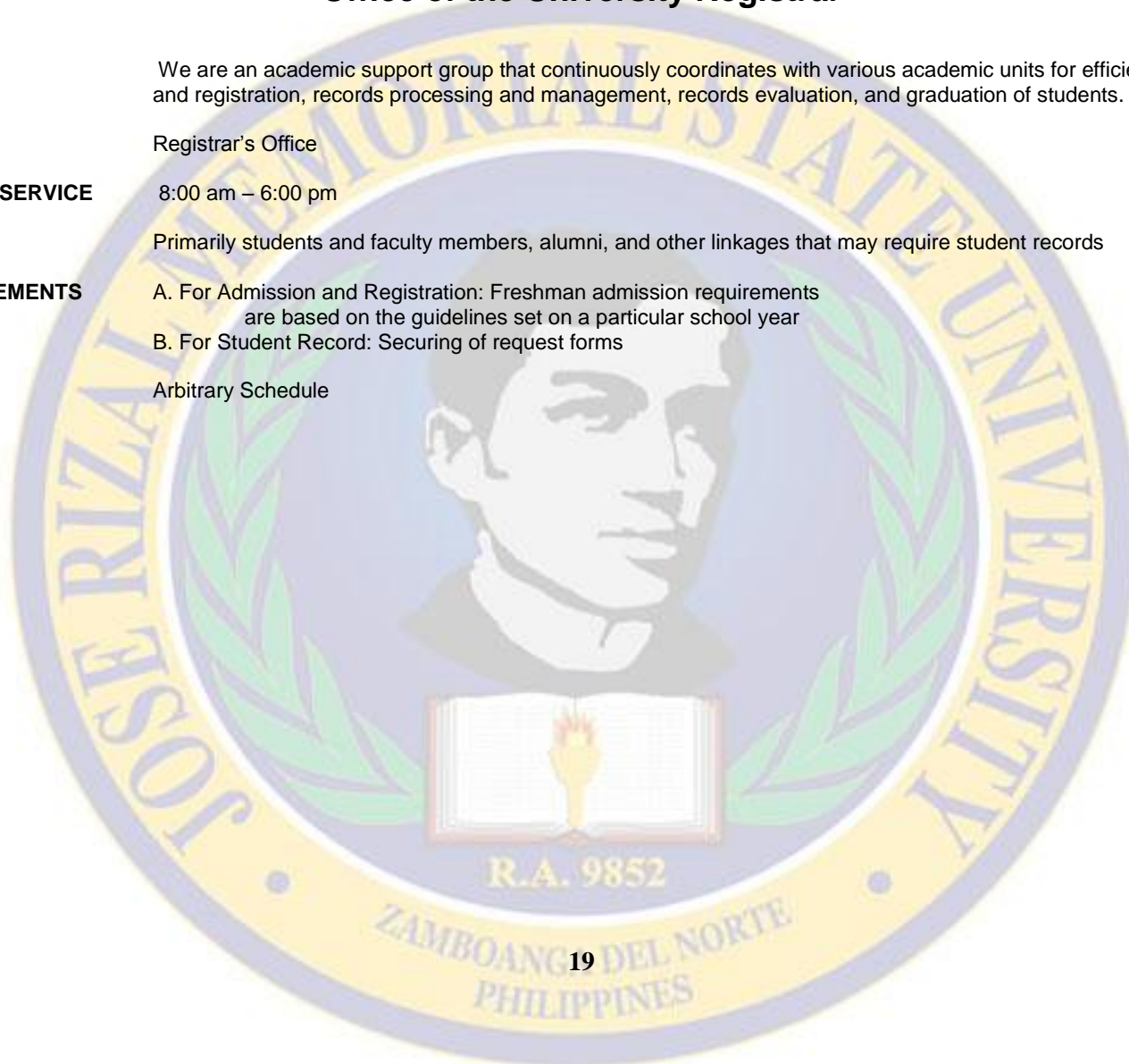
SERVICES	REQUIREMENT	DURATION OF ACTIVITY (For normal circumstance)	PERSON IN CHARGE	FEES	FORM
Issuance of Student's Passbook	Student's copy of Enrollment Form	6 minutes	Cashier or authorized office aide Staff - Registrar's Office	P100.00	None
Adding/Dropping/Changing of Subject/Course	Duly accomplished Adding/Dropping/Changing Form	11 minutes	Staff-Registrar's Office Subject instructor Dean of College Dean for Academic Instruction Cashier or authorized office aide	P100/subject	Adding/Dropping/Changing Form
Issuance of Permit to take Special Examination	Student's ID card/Copy of] Enrollment Form Duly accomplished completion form	11 minutes	DSAS, subject instructor Dean of College Cashier or authorized office aide	P100/subject	Completion form
	School ID Card Student's Passbook	15 minutes	Dean or Asst. Dean of College concerned	None	
Completion of Subject/Course requirements (for those who received INC grade)	Duly accomplished completion form	5 minutes ( or depending upon the requirement to be complied with by the student).	Subject Instructor, Dean, Cashier, Registrar	None	NG Form
Signing of Student's Clearance	Duly accomplish clearance form	3 minutes	Dean and Assistant Dean	None	Students' Clearance





## Office of the University Registrar

<b>PROFILE</b>	We are an academic support group that continuously coordinates with various academic units for efficient student admission and registration, records processing and management, records evaluation, and graduation of students.
<b>LOCATION</b>	Registrar's Office
<b>AVAILABILITY OF SERVICE</b>	8:00 am – 6:00 pm
<b>CLIENTS</b>	Primarily students and faculty members, alumni, and other linkages that may require student records
<b>SERVICE REQUIREMENTS</b>	A. For Admission and Registration: Freshman admission requirements are based on the guidelines set on a particular school year B. For Student Record: Securing of request forms
<b>DURATION</b>	Arbitrary Schedule





## A. ENROLLMENT/ADMISSION OF STUDENTS

STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (For normal circumstance)	PERSON IN CHARGE	FEES	FORM
1	<p><b>For High School Graduates:</b></p> <ul style="list-style-type: none"> <li>Proceed to the Registrar's Office and submit basic requirements for enrollment.</li> </ul> <p><b>For Transferees:</b></p> <ul style="list-style-type: none"> <li>Proceed to the Registrar's Office and submit the basic requirements for enrollment.</li> </ul> <p><b>For Cross-Enrollees:</b></p> <ul style="list-style-type: none"> <li>Proceed to Registrar's Office and present Permit to Cross-Enroll.</li> </ul> <p><b>For Returning Students:</b></p> <ul style="list-style-type: none"> <li>Proceed to the Dean's Office and do the following:</li> <li>Present the basic requirements for enrollment.</li> </ul>	<p>Accept the basic requirements for enrollment and issue admission slip and a copy of enrollment flow.</p> <p>Accept the basic requirements for enrollment, evaluate subjects taken and issue admission slip and a copy of enrollment flow.</p> <p>Accept Permit to Cross-Enroll and advise the student on the offering of subjects being cross-enrolled.</p> <p>Issue admission slip and a copy of enrollment flow.</p> <p>Accept and examine the basic requirements for enrollment.</p>	<p>1-3 minutes</p> <p>11-13 minutes</p> <p>1-2 minutes</p> <p>1-3 minutes</p>	Designated personnel, Instructor, Admission In-Charge	None	None
2	<p>Proceed to the Dean's Office.</p> <ul style="list-style-type: none"> <li>Present admission slip and submit for</li> </ul>	Accept photo copy of Report Card/Transcript of Record and screen the applicant.	6-8 minutes/applicant if without exam. 1 hour/applicant if	Designated Instructor	None	Trial Form



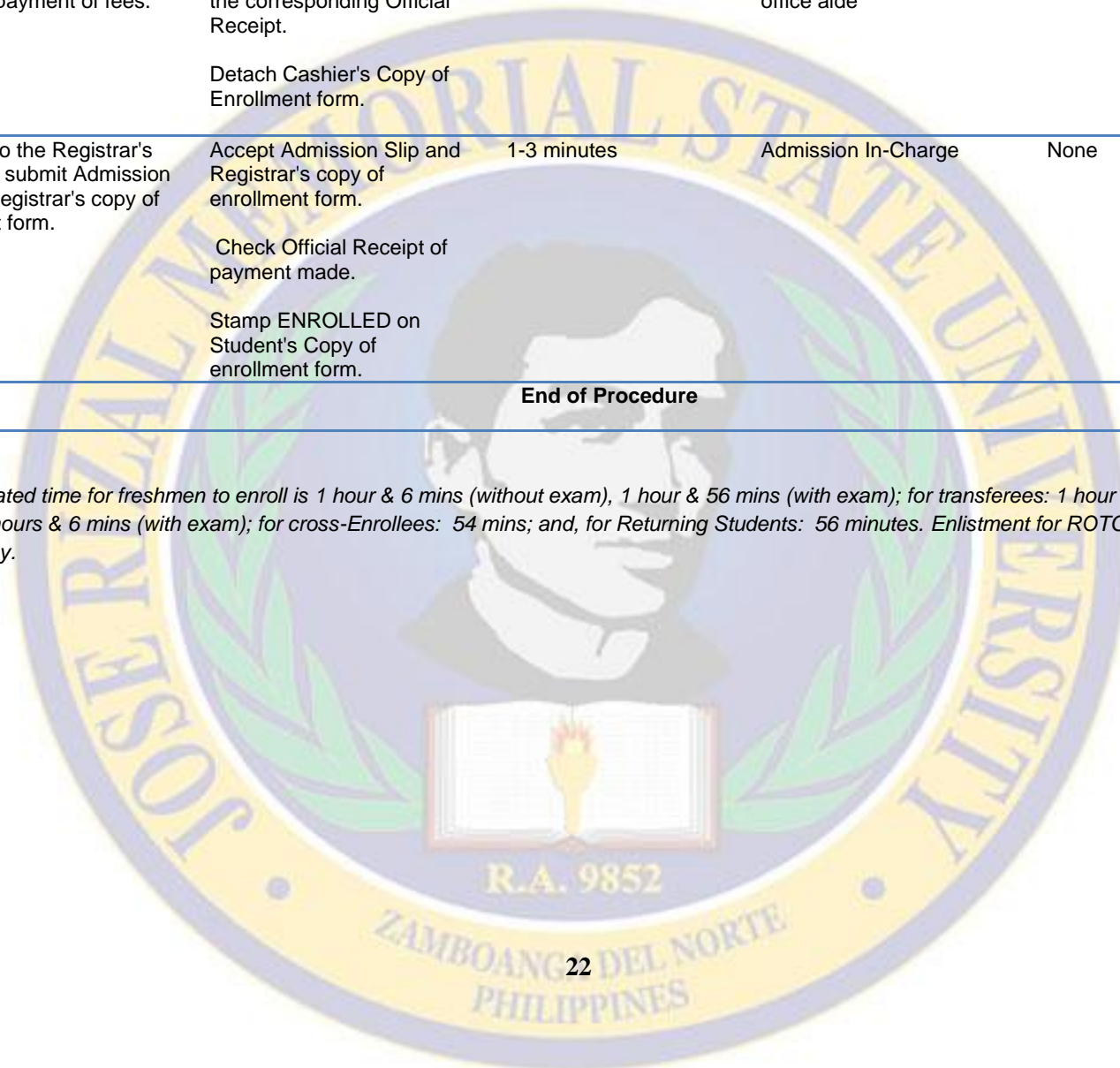


	screening (New students only.)		new student and with exam.			
	<ul style="list-style-type: none"> <li>Secure and fill up trial form and see evaluator for approval.</li> </ul>	Examine entries and counter sign the trial form	1-3 minutes			
3	Proceed to designated area for Electronic Data Processing (EDP).	Do data-entry	5 minutes	Encoder	None	
4	Fill up enrollment form and seek approval from College Dean seek approval from College Dean	Approve enrollment and detach the Dean's copy of enrollment form.	1-3 minutes	College Dean	None	Enrolment Form
5	<p>Proceed to Student Affairs and Services Office:</p> <ul style="list-style-type: none"> <li>Health Services (applicable during the 1st sem.)</li> <li>Guidance Services Section/Area as provided for.</li> <li>Student Affairs &amp; Services</li> </ul>	<p>Conduct Individual Health Inspection.</p> <p>Accept required Medical/Drug</p> <p>Test Certificate and affix signature on the enrollment form.</p> <p>Affix signature and detach Guidance Counselor's copy of enrollment form.</p> <p>Affix signature and detach DSAS copy of enrollment form.</p>	<p>6-8 minutes</p> <p>1-3 minutes</p> <p>1-3 minutes</p>	<p>Nurse</p> <p>Guidance Counselor</p> <p>Dean, Student Affairs &amp; Services</p>	None	None
6	Proceed to the Assessment Section/Area as provided for.	Assess the fees to be paid by applicant for the semester.	1-3 minutes	Designated Personnel/Instr.	See separate schedule of fees.	None



7	Proceed to the Cashier's Office for payment of fees.	Accept payment and issue the corresponding Official Receipt.  Detach Cashier's Copy of Enrollment form.	1-3 minutes	Cashier or designated office aide	Per assessment	None
8	Proceed to the Registrar's Office and submit Admission Slip and Registrar's copy of enrollment form.	Accept Admission Slip and Registrar's copy of enrollment form.  Check Official Receipt of payment made.  Stamp ENROLLED on Student's Copy of enrollment form.	1-3 minutes	Admission In-Charge	None	None
End of Procedure						

*Note: The estimated time for freshmen to enroll is 1 hour & 6 mins (without exam), 1 hour & 56 mins (with exam); for transferees: 1 hour & 16 mins (without exam), 2 hours & 6 mins (with exam); for cross-Enrollees: 54 mins; and, for Returning Students: 56 minutes. Enlistment for ROTC/CWTS is on the first training day.*







## B. RELEASE OF SCHOLASTIC RECORDS

Requirements:

- School ID
- Duly Accomplished Clearance Form from the semester last attended
- Student's Passbook reflecting full payment of all school financial obligations
- Application Form secured from the Registrar's Office)
- Present Student's Clearance
- Official Receipt of required payment
- Documentary Stamp/s

STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (For normal circumstance)	PERSON IN CHARGE	FEES	FORM
1	Secure request form and accomplish requirements	Provide request form	1 – 3 minutes	Clerk in charge, SSG Governor concerned, SSG President, Guidance Counselor, Librarian, Year Book Moderator ( <i>if graduating student</i> ), Director, Alumni Affairs ( <i>if graduating student</i> ), Registrar, College Dean, DSAS for approval.	None	Request Form
2	Proceed to the Cashier's Office for payment	Facilitate and process payment	3 – 5 minutes	None	Please refer to the schedule of fees as indicated at the Cashier's Office matrix	Request Form
3	Secure an official receipt. Proceed to the Office of the University Registrar to officially acquire the claim stub.	Issue an official receipt	3 – 5 minutes	Clerk in charge  Registrar		Official Receipt

**Note:** The estimated time is 20 minutes (graduating students), 16 minutes (non-graduating students)



## **Faculty and Employees' Services**

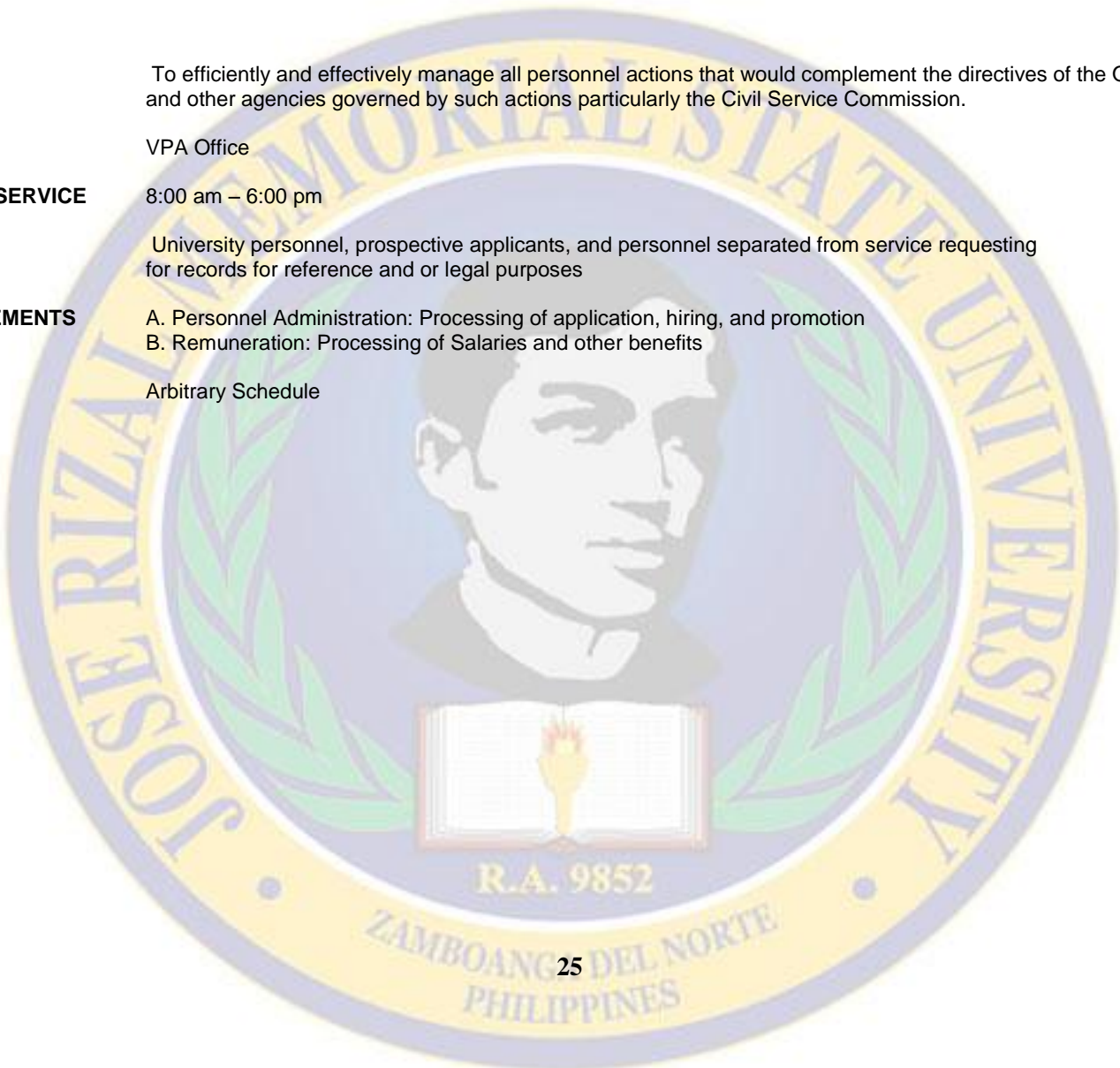






Human Resource Development Office

PROFILE	To efficiently and effectively manage all personnel actions that would complement the directives of the Office of the President and other agencies governed by such actions particularly the Civil Service Commission.
LOCATION	VPA Office
AVAILABILITY OF SERVICE	8:00 am – 6:00 pm
CLIENTS	University personnel, prospective applicants, and personnel separated from service requesting for records for reference and or legal purposes
SERVICE REQUIREMENTS	A. Personnel Administration: Processing of application, hiring, and promotion B. Remuneration: Processing of Salaries and other benefits
DURATION	Arbitrary Schedule





## A. PERSONNEL ADMINISTRATION

STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (For normal circumstance)	PERSON IN CHARGE	FEES	FORM
1	Submit letter of intent with curriculum vitae and attachments	Accept and evaluate documents for possible employment	1 – 3 days	HRMO	None	Personnel Data Sheet
2	Subject to initial screening and psychological evaluation	Conduct initial screening and psychological evaluation	1 - 2 weeks	Training Specialist/ Head of Unit with pending application	None	
3	Subject to final screening	Conduct final screening through the Personnel Board or Faculty Selection Board whichever applicable	15 – 60 minutes	VPAA, VPRED, Dean, HRMO	None	
4	Once hired, compliance to submit requirements for first payment	Acknowledge receipt of the submitted requirements	arbitrary	Administrative Assistant		Report for Duty Oath of Office (Panunumpa sa Katungkulan), Personal Data Sheet, Statement of Assets, Liabilities and Net worth
5	Report to work	Advises client when to report for duty provided that all requirements are sufficiently submitted	At least 1st working day of the week	HRMO	None	
End of Procedure						





## B. REMUNERATION

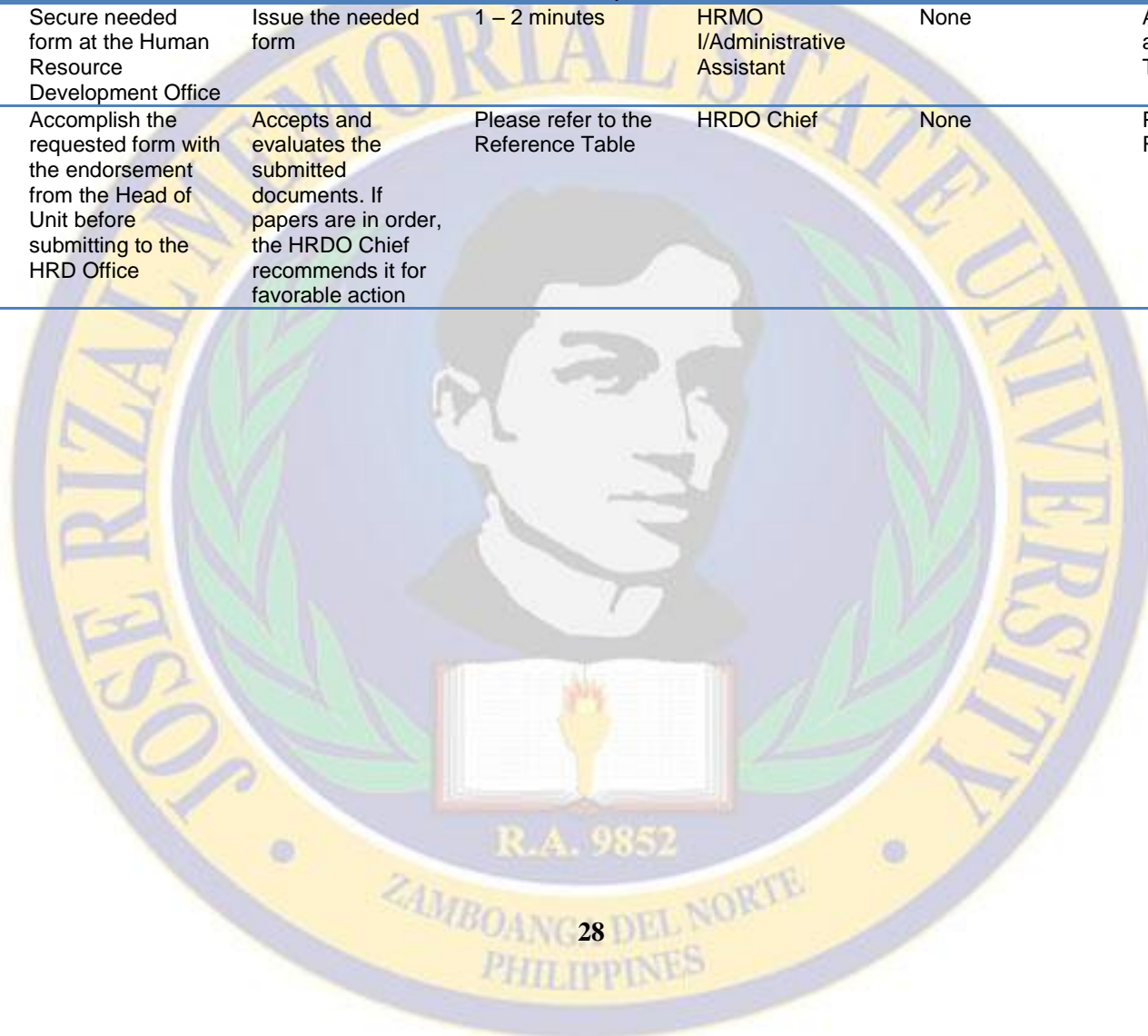
STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (For normal circumstance)	PERSON IN CHARGE	FEES	FORM
1	Submission of required documents	Once complete, the documents are collated and forwarded to the Accounting Office for first payment.	2 – 3 days		None	None

## C. REQUESTS NON-RELATED TO REMUNERATION

REFERENCE TABLE			
Type of Form	Application Date	Processing Time (under normal circumstance)	Required Attachment
Change of Work Schedule	At least 1 week before the date of effectivity	3-5 working days	None
Permission to Study	At least 15 days before the date of enrollment	7 working days	Teaching Assignment (for faculty members)
Permission to Teach	At least 15 days before the start of classes	7 working days	Teaching Assignment (for faculty members)
Permission to Engage in Limited Practice of Profession/Management of Private Enterprise	At least 15 days before the official practice	7 working days	Teaching Assignment (for faculty members)



STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (For normal circumstance)	PERSON IN CHARGE	FEES	FORM
1	Secure needed form at the Human Resource Development Office	Issue the needed form	1 – 2 minutes	HRMO I/Administrative Assistant	None	As indicated in the above Reference Table
2	Accomplish the requested form with the endorsement from the Head of Unit before submitting to the HRD Office	Accepts and evaluates the submitted documents. If papers are in order, the HRDO Chief recommends it for favorable action	Please refer to the Reference Table	HRDO Chief	None	Please refer to the Reference Table







## **Financial Services**



## Accounting and Cashier Office

### PROFILE

We efficiently prepare and process the following:

- checks to pay valid obligations
- report of checks issued for submission to the Accounting Office
- payments received from clients.

### LOCATION

Accounting and Cashiers Office

### AVAILABILITY OF SERVICE

8:00 am – 5:00 pm

### CLIENTS

Primarily students and university personnel

### REQUIREMENTS

- A. For routinary service request: a student should secure a request form from the Office of the University Registrar
- B. For enrollment: upon securing an enrollment form
- C. For payment of services particularly for first payment: upon receiving duly accomplished disbursement voucher

### DURATION

For routinary request

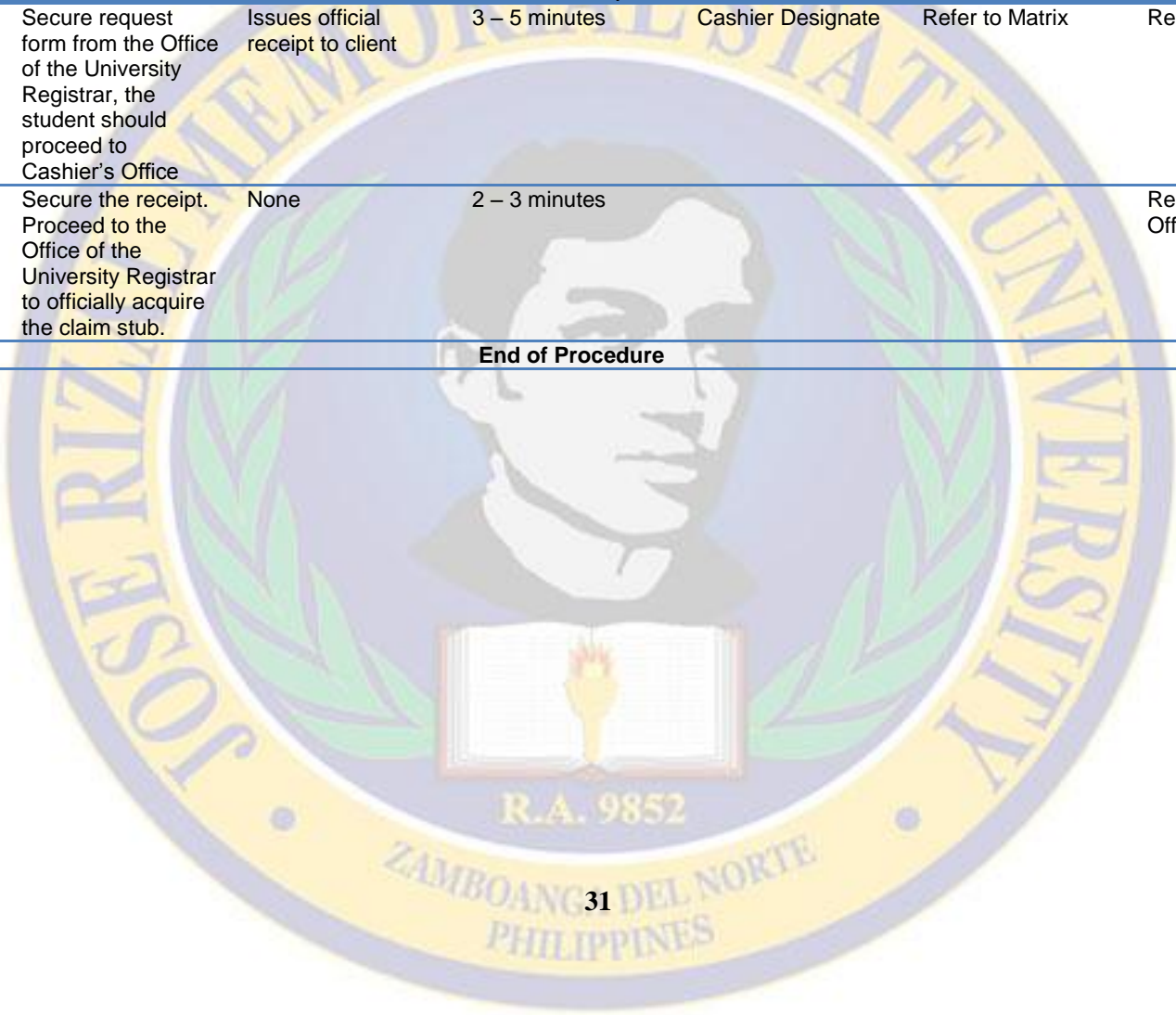






**A. ROUTINARY SERVICE REQUEST**

STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (For normal circumstance)	PERSON IN CHARGE	FEES	FORM
1	Secure request form from the Office of the University Registrar, the student should proceed to Cashier's Office	Issues official receipt to client	3 – 5 minutes	Cashier Designate	Refer to Matrix	Request Form
2	Secure the receipt. Proceed to the Office of the University Registrar to officially acquire the claim stub.	None	2 – 3 minutes			Request Form, Official Receipt
End of Procedure						





## B. ENROLLMENT

STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (For normal circumstance)	PERSON IN CHARGE	FEES	FORM
1	After securing the official enrollment form from the Office of the University Registrar proceed to Cashier's Office for payment	Issue an official receipt to client	3 – 5 minutes	Cashier Designate	Refer to Cashier's Matrix	None
End of Procedure						

## C. PAYMENT OF SERVICES

STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (For normal circumstance)	PERSON IN CHARGE	FEES	FORM
1	Coordinate with the respective units for follow up	If the requirements are sufficiently satisfied, checks are prepared for release.	2-3 working days	Cashier Designate	None	None
2	Present ID for proper identification	Release respective checks at Cashier's Office	2-3 minutes			





## D. Accounting Office

### D.1 RELEASING OF STATEMENT OF ACCOUNTS/BALANCES/PAYMENT HISTORY

STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (For normal circumstance)	PERSON IN CHARGE	FEES	FORM
1	Fills out Request Form and presents this with School I.D., Registration Form and Official Receipt	Checks student's payment record in manual file or in electronic record, whichever applies	5 minutes	Students Account Clerk	P20.00/sem.	<b>Request Form</b>
2		Issues Order of Payment (OP) for students with balance and directs them to the cashier for payment	3 minutes	Students Account Clerk	None	<b>Order of Payment (OP)</b>
3	Pays the Cashier	Processes payment and issues Official Receipt	1 minute	Students Account Clerk	None	
4	Presents Official Receipt	Requests student to fill out the logbook	1 minute	Students Account Clerk	None	<b>Logbook</b>
5	Logs name, details of Official Receipt and purpose of request	Informs student to claim request after 1 working day for the preparation requiring the signature of the Head of the Accounting Department	2 minutes	Students Account Clerk	None	
6	Upon claiming, student presents ID and affixes signature in the logbook	Issues statement to student	1 minute	Students Account Clerk	None	
<b>END OF TRANSACTION</b>						



## D.2 REQUEST FOR REFUND AND APPLICATION FOR SCHOLARSHIPS

STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (For normal circumstance)	PERSON IN CHARGE	FEES	FORM
1	Fills out request form and presents documents submitted	Checks completeness of documents submitted	3 minutes	None	Students Account Clerk/ Assessor	<b>Request Form</b>
2		If documents found to be in order, informs student of the initial computation of refund	3 minutes	None	Students Account Clerk/ Assessor	
3		Instructs student to claim refund after 2 weeks from the disbursement window	1 minutes	None	Students Account Clerk/ Assessor	
<b>END OF TRANSACTION</b>						





**PROCEDURE IN FILING THE COMPLAINT** *(Based on the JRMSU Code)*

<b>S T E P</b>	<b>CLIENT AND SERVICE PROVIDER</b>	<b>DURATION OF ACTIVITY</b>	<b>PERSON IN CHARGE</b>	<b>F E S</b>	<b>F O R M</b>
<b>1</b>	<ul style="list-style-type: none"> <li>The complainant or aggrieved parties shall put the complaints in writing and sworn to by the complainant.</li> <li>The complaint shall state the full name and address of the complainant-plaintiff and the College to which he/she belongs; the substance of the claim evidence in support of the complaint if any; certification of non-forum shopping (in case of faculty and employee) made; grounds of action; the relief sought and the date the claim arose.</li> <li>The written complaint shall be filed with the Board of Discipline (BOD) through office of the student affairs in case of students, and to the Grievance Committee (GM) in case of faculty or employee.</li> </ul>		Complainant BOD GM	N o n e	N o n e
<b>2</b>	<ul style="list-style-type: none"> <li>Conduct a preliminary hearing by probing questions to the complainant and the witness he/she may produce;</li> <li>Upon probable cause, the Board of discipline/Grievance Committee shall issue a summon to the respondents.</li> </ul>	1 day	BOD and GM	N o n e	N o n e
<b>3</b>	<ul style="list-style-type: none"> <li>The respondents upon receipt of the summons shall answer the complaint within three (3) Days in writing, either denying specifically the material allegations of the complainant alleging any lawful defense or confirming the allegations raised or in the case of the faculty/employee shall submit a counter - affidavit/comment under oath within 3 days upon receipt furnishing a copy to the complaint.</li> </ul>	3 days	Complainant	N o n e	N o n e
<b>4</b>	<ul style="list-style-type: none"> <li>In any action, after receipt of the answer of the defendant, the Chairman of the Board of Discipline/Grievance Committee shall call upon the parties to appear before him/her for conference in order to consider the following: <ul style="list-style-type: none"> <li>Simplification of issues;</li> <li>Possibility of obtaining stipulations or admission of facts and of documents to avoid unnecessary proof;</li> <li>Consideration of other matters that may aid in the prompt disposition of the action;</li> <li>Possibility of amicable settlement in cases that can be settled.</li> </ul> </li> </ul>	1 day	BOD and GM	N o n e	N o n e



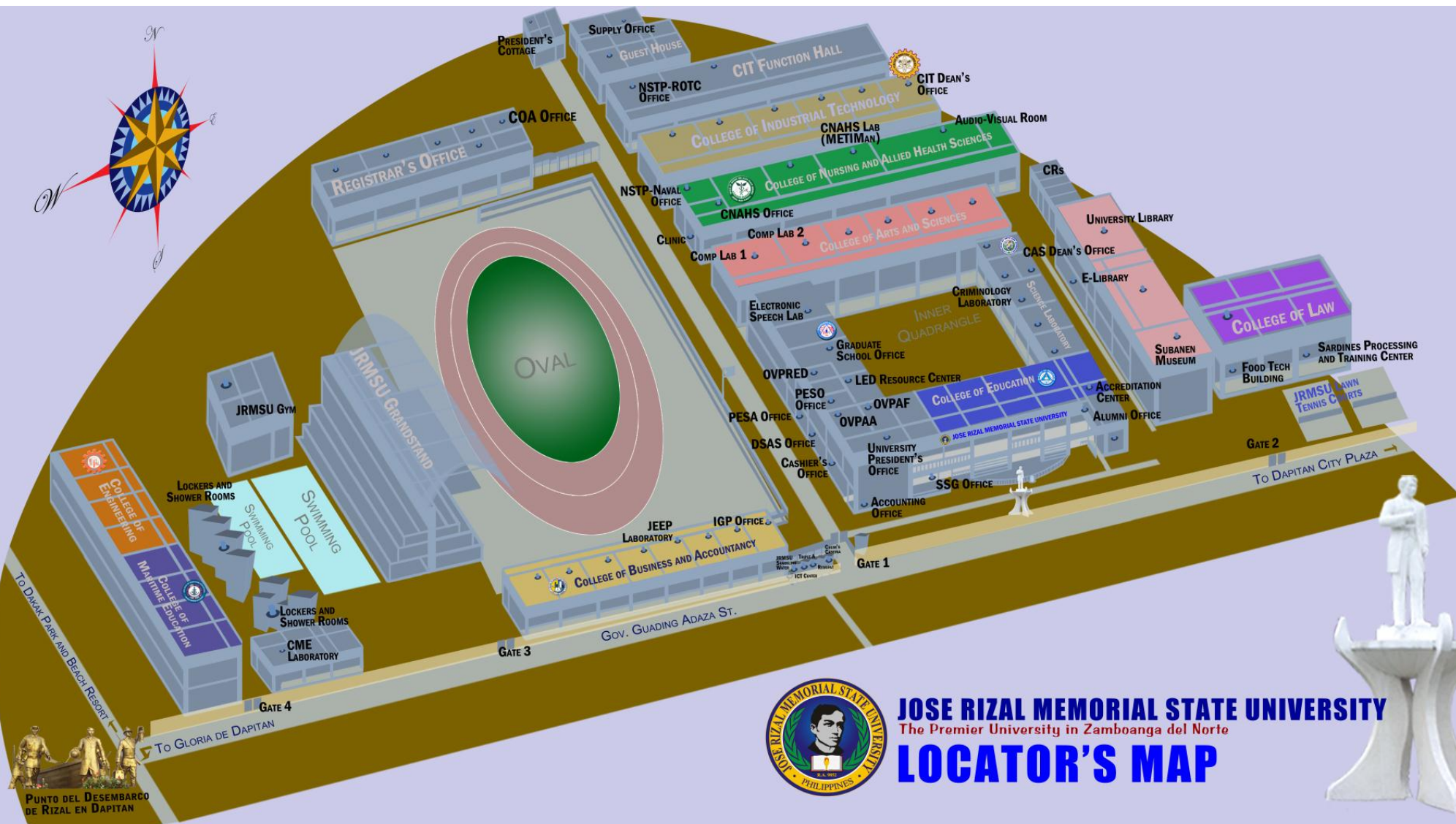
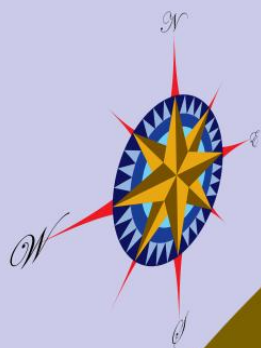
5	<ul style="list-style-type: none"> <li>Preliminary Investigation shall be conducted by Board of Discipline/ Grievance Committee which involves the ex parte examination of the documents submitted by the complainant and the person complaint to, as well as the document available.</li> <li>During the preliminary investigation, proceeding shall be held under strict confidentiality.</li> </ul>	Commence not later than five (5 days) from receipt of the complaint and shall be within fifteen (15) working days	BOD, GM	N o n e	N o n e
6	<ul style="list-style-type: none"> <li>After the trial has been set, the Board of Discipline/Grievance Committee en bank shall follow the following order, in the conduct of the formal investigation:</li> <li>The Board of Discipline/Grievance Committee shall hear first the testimony of the complainant and his/her witnesses;</li> <li>Then, it listens to the testimony of the defendant and his/her witnesses;</li> <li>And, finally, hears the rebutting testimony that is offered by the complainant and the defendant.</li> </ul>	1 hour	BOD GM Defendant Complainant Witness	N o n e	N o n e
7	<ul style="list-style-type: none"> <li>Investigation Report - within five (5) working days from the termination of the Preliminary investigation, the Board of Discipline / Grievance Committee shall submit the investigation report and the complete records of the case to the University President.</li> </ul>	5 days	BOD and GM	N o n e	N o n e
8	<ul style="list-style-type: none"> <li>The Board of Discipline/Grievance Committee shall render judgment in favor of the Complainant or for the defendant three (3) days after trial and on the basis of the law and evidence presented.</li> </ul>	3 days	BOD and GM	N o n e	N o n e
9	<ul style="list-style-type: none"> <li>The decision of the majority of the quorum (1/2 plus 1) shall be necessary to pass judgment. Provided, that, a unanimous vote of the members present during the deliberation of the case shall be necessary for the imposition of either dismissal or expulsion; Provided, further, that failure to obtain a unanimous vote shall automatically call for the imposition of the lesser penalty of suspension. It shall be the duty of all members present to cast their vote. There shall be no abstentions.</li> <li>If the complainant does not appear at the time and place designated in the summons or in subsequent order without any justifiable cause, the Board of Discipline/Grievance Committee shall dismiss the complains.</li> </ul>			N o n e	N o n e
END OF TRANSACTION					

R.A. 9852

ZAMBOANG DEL NORTE  
PHILIPPINES



# Citizen's CHARTER



**JOSE RIZAL MEMORIAL STATE UNIVERSITY**  
The Premier University in Zamboanga del Norte  
**LOCATOR'S MAP**







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University President

**CECILIA S. SAGUIN, Ed. D.**  
Vice President for Academic Affairs

**EVELYN R. CAMPISEÑO, Ed. D.**  
Vice President for Research, Extension and Development

**DR. REYNALDO VENEZUELA**  
Vice President for Administration

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Jose P. Enojada, Ed. D.	Dean, College of Industrial Technology
Expedito Columbas, 3/M	Assistant Dean, College of Maritime Education
Jay D. Telen, M.A.	Dean, Student Affairs and Services
Jesusa Maraňan, D. P. A.	Administrative Officer V
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Nenfa R. Taub, Ed. D.	Dean, College of Arts and Sciences
Luz L. Sy, Ed. D.	Dean, College of Education
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Marvin A. Recapente, D. M.	Dean, College of Criminology
Felipe Pialago, M.T.E.	Dean, Student Affairs and Services
Regina Cinco	Head, Administrative Services

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Vicente M. Cabarse, E.M.D.	Dean, Academic Instruction
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Leonardo J. Zamoras, C.E., D.P.A.	Dean, Student and Auxiliary Services
Marietta T. Alpiche	Head, Administrative and Financial Services

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Ramon E. Luza, Ph. D.	Dean, Academic Instruction
Lenita R. Caperida, Ed. D.	Dean, College of Agriculture and Technology
Josephine A. Subong, Ed. D.	Dean, College of Education
Rosa A. Albino, Ed. D.	Dean, College of Arts and Sciences
Merlyn Luza, E. M. D.	Dean, Student and Auxiliary Services
Canon Sabejon	Head, Administrative Services

### SIOCON CAMPUS, SIOCON, ZAMBOANGA DEL NORTE

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Cesar E. Nalzar, M.T.E.	Dean, Academic Instruction
Gilberto P. Nantes, Ed. D.	Dean, College of Arts and Sciences
Sergio A. Tabiliran Jr., Ed. D.	Dean, College of Education
Benedicto A. Tabiliran	Dean, College of Industrial Technology
Jimmy Daig, M.S.F.	Dean, Student Services



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Pamantasan ng Lungsod ng Maynila whose  
Citizen's Charter, our main reference,  
immensely helps in the completion  
of the current charter.