



Republic of the Philippines
SURIGAO DEL SUR STATE UNIVERSITY
Cagwait Campus, Cagwait, Surigao del Sur

CITIZEN'S CHARTER

JUNE 2020 Revision

In the advent of Republic Act No. 11032, amending ARTA Law, the SDSSU hereby adopt and implements all the provision pursuant to Ease of Doing Business (EODB) especially the 3-7-20 days of release of all types of requests, whether business or non-business government transaction.

ISSUANCE OF SERVICE RECORD

Office of the HRMO

Tel.: (086) 211 - 5068

All government employees whether presently employed, retired or separated from service need Service Record especially in claiming financial benefits and in government services accreditation. To facilitate its speedy release, a standard procedure is set for customer's guidance. This process can be completed in a day if requirements are complete.

Who can avail of the service:

SDSSU employees (active or separated from service)

Requirement:

- 1. Official receipt in payment for Service Record

Schedule of availability of service:

Monday to Friday (except on holidays)
8:00 a.m. to 6:00 p.m. (no noon break)

Fee:

Certification Fee of P 60.00

How to avail of the service:

Steps	Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge
1	Go to the cashier and pay Certification Fee in the amount of P 60.00	Receive payment and issue Official Receipt (OR)	5 minutes	Psyken T. Cortes
2	Give the Official Receipt to the HRMO/HRMA-Designate for reflecting in the Service Record of O.R. No.	Receive official receipt and record number in the Service Record. Review, print and affix initials.	3 minutes	Roel T. Lim Concepcion G. Badayos
3	Receive the Service Record in two copies	Issue Service Record Record released documents in the logbook with signature of the client.	3 minutes	Concepcion G. Badayos

OFFICE OF THE REGISTRAR

ENROLLMENT/STUDENT ADMISSION (Core Frontline Service)

SDSSU Cagwait Campus is a one-stop shop which can be availed by the students in less than 10 minutes. All students shall undergo the process of enrollment includes; brief interview and evaluation of requirements. No payments involved since RA 10931 is implemented effective June, 2018

Schedule of Availability of Service:

Enrolment period only from 8:00 am to 5:00 pm
Monday to Friday (no noon break)

Enrollment Fee: None (RA 10931) Implemented Effective June, 2018

Who may Avail of the Service:

High School Graduate (incoming freshmen)
Transferee, returnee and old students

Requirements:

For incoming Freshmen:

1. Entrance exam result
2. F- 138 (High School Report Card)
3. Cert. of Good Moral Standing
4. HEPA Test Result
5. Medical Cert. from a Gov't Physician
6. Authenticated copy of Birth Cert. (NSO)
7. 1 pc. long brown envelop

For transferees:

1. Entrance exam result
2. Honorable Dismissal
3. Informative copy of Transcript of Records
4. HEPA Test Result
5. Medical Cert. from a Gov't Physician
6. Authenticated copy of Birth Cert. (NSO)
7. 1 pc. long brown envelop

For Returnees and Old students:

1. Evaluated Curriculum
2. Previous Semester's Clearance

Duration: 7 minutes

How to avail the service:

Step	Application/Clients	Service Provider	Duration of Activity	Person Incharge
1	(For new and Transferee Students) Go to the office of the Guidance Counselor and get the result of entrance examination.	The Guidance Counselor will interview & Advise the enrollee of what course he/she will enroll based on the entrance examination result.	2 Minutes	Carlyn Mae P. Avila
	(For Old students) Get the print out of Previous Semesters Grade at the Office of the Assistant Dean/Program Chair for evaluation	The Asst. Dean/Program Chair will evaluate the grades of the students in their respective curriculum	2 Minutes	Silverio T. Aguhob Leisel O. Pelayo Jengkie A. Aroso
2	(For New and Transferee) Bring the result of entrance exam and enclosed all the requirements in a long brown envelop and hand it over to the registrar. (For old Students) Present the evaluated curriculum	The Registrar received and review the evaluated credential submitted by the student, encoded data in the system, enroll schedule of subjects and Print Certificate of Registration in two copies signed both by the student and the registrar. The COR now will be marked as Officially Enrolled	3 Minutes	Lynnet A. Sarvida
END OF TRANSACTION				

Revised as of June, 2018

OFFICE OF THE LIBRARY

ISSUANCE OF LIBRARY CARD AND STUDENTS

All freshmen and transferees are required to submit two (2) 1x1 ID picture

Schedule of Availability of Service:

Issuance of OR only From 8:00 am to 5:00 pm

Monday to Friday (no noon break)

Who can avail of the service?

Old and new students

Staff

Faculty members

Duration: 10minutes

How to Avail of the Service:

Step	Applicant/Client	Service provider	Duration of activity	Person incharge
1.	Submit the Certificate of (COR) and 1x1 Picture	Received COR, ID picture, Issue Student data form	2 minutes	Relina O. Jabal Ledita C. Aguhob
2.	Fill up Library Form	Received and encode student's data	3 minutes	Elmer Erik Plaza
3.	Affix Signature in the Card	Attach the ID picture, laminate and release the card to student.	3 minutes	Relina O. Jabal Elmer Erik Plaza Ledita C. Aguhob
4.	Received the Library card sign the logbook upon receipts.	Have the released logbook signed by the student and file at the ID filling card	1 minute	Relina O. Jabal Ledita C. Aguhob
5.	Borrow books and other reference materials needed	Signed borrower's slip.	1 minute	Relina O. Jabal Ledita C. Aguhob

END OF TRANSACTION

Revised as of June, 2018

OFFICE OF THE COLLECTING OFFICER
ISSUANCE OF OFFICIAL RECEIPT TO
STUDENTS, FACULTY, STAFF & OTHER CLEAN

Office of the collecting officer Receipts for payment of fees and all kinds of financial/business transactions with the College: TOR, Certification, diploma, authentication and HR documents, library uses and rental facilities etc. Tuition and other school fees are no longer collected hence RA 10931 is fully implemented effective June, 2018. The billing statement, order of payment for IGP and auxiliary service is issued by the respective incharge.

Schedule of Availability of Service:

Issuance of OR only 8:00 am to 5:00 pm
Monday to Friday (no noon break)

Who can avail of the service?

Old and new students
Graduates
University employees
Other clients

Requirments:

1. Duly accomplished request form from the Office of the Registrar (for School credentials and HR documents)
2. Approved statement of account/billing (for rental services)

Duration: 4 minutes

How to Avail of the Services:

Step	Applicant/Client	Service Provider	Duration of activity	Person in charge
1.	<u>Request of School Credentials</u> Hand in the accomplished request document form issued by the registrar	Received the filled out form, the payment, and issue official recipe.	2 Minutes	Eva G. Lumactod
2.	<u>FOR RENTALS AND OTHER FORMS OF PAYMENTS</u> Hand in the issued order of payment/billing statement	Get the order Payment/bolling statement, received and issue O.R	2 Minutes	Eva G. Lumactod

END OF TRANSACTION

Revised as of June, 2018

OFFICE OF THE REGISTRAR

RELEASING OF STUDENT CREDENTIALS

All bona fide students and graduates can secure a copy of their Credentials (TOR, Cert. Diploma), for evaluation and employment purposes. If requirements are complete the document will be released in a day if the two signatories are present.

Schedule of Availability of Service:

Issuance of O.R. only from 8:00 am to 5:00 pm

Monday to Friday (no noon break)

Who can avail of the service:

Bona fide college students

Graduates

Requirements:

1. Duly accomplished request document form
2. Officials Receipt (payment)
3. 3pcs. Documentary stamp
4. 1pc. 2x2 ID picture with nametag
5. Fees
 - P 100.00/page - TOR
 - P 110.00 - Hon. Dismissal
 - P 60.00 - Certification
 - P 30.00/page - Authentication

Duration: 4 minutes

How to avail of the Service:

Step	Applicant/Client	Service Provider	Duration of activity	Person in charge
1.	Get the request document form at the Registrar's office	Form received. Check the boxes of the form and hand it to the requestor to fill up.	1 Minute	Lynnet A. Sarvida
2.	Go to the cashier's office for payment	Received the accomplished form, issue Official Receipt Signed the form below bearing the name printed, indicated the OR no. and the data issued. Give back to the requestor.	1 Minute	Eva G. Lumactod
3.	See the concern person's for the signing of clearance as seen in the form.	The Librarian, Adviser, Head of OSAS will fix their signatures.(If student has no school obligation)	2 Minutes	Relina O. Jabal Crizalde R. Malaque
4.	Go back to Registrar's Office for the approval	Checked the form received, cut and give the claim stud to the requestor. He/she can get the TOR minimum in one day if the signatories are all present	1 Minute	Lynnet A. Sarvida
5.	Received the TOR	Received the claim stub, affix signature of the student in the release book.	1 Minute	Lynnet A. Sarvida

END OF TRANSACTION

PROCEDURE FOR FILING COMPLAINTS OR PROTEST OF STUDENT AND FACULTY

- **Dean of Instruction**
- **Student Services**
- **Campus Director**
 - ↳ **Grievance**
 - ↳ **Students Tribunal**

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

- Accomplish our Feedback Form available at the administration office and put this on the drop box at the Public Assistance and Complaints Desk
- Send your feedback through e-mail sdssu_cagwait@yahoo.com or text us 09489305359
- Talk to our OFFICER OF THE DAY

If you are not satisfied with our service, your written/verbal complaints be attended to by officer of the Day at the Public Assistance and Complaint Desk.

DIRECTORY OF OFFICIALS:

Noelito B. Salcedo	- Campus Director	Contact No.	09473802072
Silverio T. Aguhob	- Assitant Dean	Contact No.	09295849832
Crizalde R. Malaque	- Student Services Head	Contact No.	09483187092
Merlita C. Ondona	- Administrative Officer	Contact No.	09070835004