



SURIGAO DEL SUR STATE UNIVERSITY

LIANGA CAMPUS

LIANGA, SURIGAO DEL SUR

CITIZEN'S CHARTER

CORE FRONTLINE SERVICES

VISION

CLEARLY DEFINED, TRANSPARENT SERVICES THAT ENSURE CUSTOMER SATISFACTION.

MISSION

1. To deliver services that guarantee customer satisfaction;
2. To provide clients transparent procedures in availing services;
3. To ensure mutual accountability between SDSSU frontline personnel and customers;
4. To use modern technologies and systems in service delivery.

FOREWORD

The SDSSU Citizen Charter is a covenant to improve efficiency in the delivery of services to the public by eliminating bureaucratic red tape and avert graft and corruption. It is crafted not only to comply with Republic Act No. 9485 which mandates all government instrumentalities to set up service standards and identify frontline services but also to manifest the sincere and strong commitment of the College in furthering good governance.

This charter guide shall promote continual management systems improvement to achieve customer satisfaction. It aims to increase operational efficiency and productivity as work responsibilities and processes of frontline services shall greatly enhance delivery of transparent, efficient, courteous, responsive and on-time public services which will ultimately guarantee customer satisfaction.

PERFORMANCE PLEDGE

We, the officials, faculty, administrative and support personnel of SURIGAO DEL SUR STATE UNIVERSITY, recognizing the fundamental nature of our undertaking, do hereby pledge to carry out our responsibilities at all times when you feel dissatisfied with the performance of our responsibilities. In case you want to file a complaint or give us feedback regarding our services, please do any of the following:

- Fill up the Feedback Form available in the respective offices and put it in the designated drop boxes;
- Approach the head of office where the service provider is found;
- Call the Telephone/Mobile phone numbers of the President, Campus Director, and Assistant Dean of the Campus and Administrative Officer, and;
- Send a letter addressed to the President or to the Campus Director or to the Administrative Officer.

We shall respond to your feedback in the earliest time possible. Your comments and suggestions will be vital in the effort to improve our services for the good of the people we serve.

Thank you.

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

LIST OF SDSSU FRONTLINE SERVICES

Core Frontline Service:	Student Admission / Enrolment
Other Frontline Services:	
Medical & Dental Guidance	Consultation, Referral, and Monitoring Testing Service / Entrance Examination Counseling Service Issuance of Certificate of Good Moral Character Issuance of Shifting Form / Approval for Shifting
Registrar	Releasing of Transcript of Records (TOR) Issuance of Certificate of Transfer Credential / Honorable Dismissal
Faculty	Student Consultation Services
Supply	Issuance of Supplies, Materials and Equipment
Library	Issuance of Library Card Circulation Section (inside reading & outside use) Library Extension to the Public Online Searching of Information
Cashier/Collecting Office	Issuance of Official Receipt
HRMA	Issuance of Service Record
Accounting	Issuance of Student Assessment Printout & Issuance of Certificate of Registration (COR)

DIRECTORY OF OFFICIALS

NAME OF OFFICE	PERSON IN-CHARGE	TELEPHONE / MOBILE PHONE NUMBER
Office of the President	Dr. Remegita C. Olvida	086-211-4211
Office of the Campus Director	Dr. Cynthia P. Sajot	0920-6609263
Office of theAdministrative Officer IV	Mrs. Teresita V. Guillen	0928-6973952
Collecting/Cashier’s Office	Mrs. Julie O. Dollano	0929-8132422
Registrar’s Office	Ms. Amelia I. Jabonero	
Guidance Counselor’s Office	Mrs. Evelyn U. Layno	0918-4701744
Library	Mrs. Josephine S. Melencion	0910-2127906
Office of the Assistant Dean/College of Arts & Sciences	Dr. Bernardita G. Quevedo	0948-3348355
College of Fisheries Technology	Asst. Prof. Mario S. Sinday	0921-3141156
College of Teacher Education	Dr. Myrna T. Saracin	0910-3212706
College of Business & Info. Tech. /Program Chairman-BSCS	Engr. Melizande S. Uriarte	0907-9661369
Program Chairman-BSBA	Asst. Prof. Rosalinda O. Bacaron	0949-9629725
Program Chairman-BSHRM	Asst. Prof. Marialina A. Simplicio	0947-4905707

STUDENT ADMISSION / ENROLLMENT

All students undergo the process of enrollment which includes evaluation of requirements and assessment of their financial responsibilities. The process facilitates registration of subjects and payment of fees. If requirements are complete, enrollment can be completed in a day.

Who can avail the service? Students seeking admission/enrolment to the College

Requirements:

A. New Students: Freshmen and Transferees

- 1. Form 138: Report of Rating (for freshmen)
- 2. Certificate of Transfer Credential: informative copy (for transferees)
- 3. Certificate of good moral character
- 4. Medical Certificate (from the Medical and Dental Clinic)
- 5. Authenticated Copy of Birth Certificate (NSO)
- 6. 4 pcs 1x1 ID picture (white background)
- 7. Result of the Entrance Exam
- 8. 3 pcs long and 1 pc short brown envelopes
- 9. 1 pc long and 1 pc short brown envelopes

B. Old students/ Student Returnees

- 1. Report of Grades of the courses taken in the previous semester
- 2. Duly approved clearance from the last semester attended and Prospectus with grades signed by the respective supervising deans

Schedule of availability of Services:

Enrolment Period only: 8:00 a.m. to 5:00 p.m. (No noon break)

Fees: Php 1,000.00 down payment (Breakdown of student fees is listed in a separate poster)

Note: The time indicated in the duration of activity below does not include the time consumed by a student in moving from one office to another.

How to avail the service?

Step	Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Fees	Person In Charge
1	Go to the Students Admission Office and submit requirements for evaluation.	Evaluate completeness of requirements and issue Pre Registration Form(PRF)	5 minutes		Mrs. Vilma G. Pandi
2	Proceed to the respective college for the schedule of subjects to be enrolled and for approval of the Program	Get clearance and grades during the last semester attended; Load subjects to PRF(Preliminary	15 minutes		CAS-Bernardita G. Quevedo CFT-Mario S. Sinday CBIT-Malizande S. Uriarte/

	Chairman;Present clearance and grades during the last semester attended.	RegistrationForm) and affix signature for approval.			Rosalinda O. Bacaron/ Marialina A. Simplicio CTE-Myrna T. Saracin
3	Go to the Registrar for review of subjects enrolled and for approval.	Review duly filled-up PRF of the subjectsto be enrolled and affix signature in theForm for approval.	5 minutes		Mrs. Teresita V. Guillen
4	Proceed to CBIT/CFT Office for encoding of subjects enrolled.	Get temporary Enrollment.	5 minutes		CBIT-Joseph T. Moreno CFT-Emily Pampilon
5	Go to the Cashiers Office present temporaryenrolment and pay the down payment for tuition, other school fees and for Posting.	Issue Official Receipt.	5 minutes	At least Php 1,000.00	Aniceto Sanchez, Jr. Julie O. Dollano
6	Go back to the Registrar's Office for Confirmation of enrolment and for signature of Certificate of Registration (COR).Present duly signed clearance.	Furnish printed copy of Certificate ofRegistration(COR)	3 minutes		Analyn C. Jarena Nilo L. Gascon Teresita V. Guillen
Post-Enrollment Procedure					
7	Proceed to the Library for issuance ofLibrary Card.	Issue Library Card	2 minutes		Josephine S. Melencion
8	Received student copy of the registration form & proceed to the Internet Laboratory bldg. for ID picture taking.	Conduct ID Picture Taking	3 minutes		Project-in-Charge
9	Proceed to Admin. Bldg. for uniform.	Get COR, write down the name of the student and issue student uniform.	5 minutes		Corazon H. Calanuga
10	Come back during the 1st day of classes and show COR to instructors/ professors.	Check the COR to ensure students are officially enrolled.			Instructor/Profess or

RELEASING OF TRANSCRIPT OF RECORDS/
FORM 137-A / DIPLOMA / TRANSFER CREDENTIALS
AND OTHER RELATED DOCUMENTS

College students/graduates come to school to secure a copy of their Transcript of Records, Diploma authentication or Certification either for evaluation purposes, transfer credentials or for employment purposes.

Secondary Students/graduates likewise request a copy of Form 137-A, Diploma authentication or Certification to support their application for employment, enrolment or for personal file.

Who can avail of the service?

Bonafide Graduate/undergraduate students of SDSSU-Lianga Campus

Requirements: **TOR:**

- 1. Duly accomplished Request Form
- 2. TOR Fee receipt
- 3. Approved Student’s Clearance
- 4. Documentary Stamp Fee

DIPLOMA:

- 1. Duly accomplished Request Form
- 2. Approved Student’s Clearance
- 3. O.R. for Diploma Payment
- 4. Documentary Stamp Fee

Form 137-A

- 1. Duly accomplished Request Form
- 2. Personal Request/Use - receipt
School to School Request - FREE
- 3. Duly approved Students’s Clearance
- 4. Documentary Stamp Fee

CERTIFICATION:

- 1. Duly accomplished Request Form
- 2. Duly approved Student’s Clearance
- 3. Certification Fee receipt
- 4. Documentary Stamp Fee

Schedule of availability of service:

Monday to Friday (except Holidays) - 8:00 a.m. - 5:00 p.m. (No Noon Break)

How to avail of the service?

Step	Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Fees	Person In Charge
1	Go to the Registrar’s Office	Records client in the logbook and	5 minutes		Mr. Nilo L. Gascon

	and state your purpose	provide Request Form for the document requested.			
2	Pay the required fees to the Cashier.	Receives payment and issue Official Receipt.	3 minutes	<ul style="list-style-type: none"> • TOR Fee – Php 100.00/Page • Form 137-A - Personal Request /Use - Php 100.00 - School to School Request – FREE • Certification Fee – Php 60.00 • Documentary Stamp Fee – Php 15.00 	Mrs. Julie O. Dollano
3	Submit the accomplished Request Form & other requirements	Receives the Request Form & other documents and issue Claim Slip.	5 minutes		Mr. Nilo L. Gascon
4	Processing of Requested Documents	Facilitates the preparation and signing of the requested documents: a. TOR b. Diploma c. Form 137-A d. Certification	5 days from filing 10 Minutes 3 days from application 10 Minutes		Mrs. Teresita V. Guillen Mr. Nilo L. Gascon Ms. Analyn C. Jarena
5	Present claim slip on the date stated and receives the document.	Releases the requested document and require client to acknowledge receipt by signing in the logbook.	5 minutes		Mrs. Teresita V. Guillen Mr. Nilo L. Gascon Ms. Analyn C. Jarena

LIBRARY SERVICES: LIBRARY EXTENSION

SERVICES FOR THE PUBLIC

SDSSU Library System is extending library services to all outside community users who wish to access its collection and facilities. However, these services cover only borrowing of books and other reading materials for library use subject to the College rules and regulations.

Who can avail the service?

- Students from other schools
- Employees of government and non-government agencies
- Out of school youths
- Researchers

Requirements:

1. Valid ID (student/employee ID)
2. Referral Letter from the respective head
3. Library permit fee receipt

How to avail of the service?

Step	Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Fees	Person In Charge
1	Go to the Office of the Head Librarian and ask about the library services offered.	Accommodate the public user and orient about the library policies.	5 minutes		Mrs. Josephine S. Melencion
2	Pay to the Cashier’s Office the Prescribed library permit fee	Issue O.R.	2 minutes	Library permit fee of PhP 50.00 per hour	Mrs. Julie O. Dollano
3	Present the O.R. and the Valid ID to the Librarian.	Record the O.R. number and ask for Valid ID.	1 minute		Mrs. Josephine S. Melencion
4	Ask for the needed books/mat erials.	Give the book / materials needed and instruct the user to fill up the book card.	2 minutes		Mrs. Josephine S. Melencion
5	Return the borrowed material after using.	Receive the book/ material(s) and return the ID.	2 minutes		Mrs. Josephine S. Melencion



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CITIZEN’S CHARTER

CASHIER’S OFFICE

ISSUANCE OF OFFICIAL RECEIPTS

The Cashier’s Office issue Official Receipt for payments of fees for all kinds of financial / business transactions within the College: entrance test, testing services, tuition and miscellaneous fees, TOR, Diploma, Certification, use of library, and rental for facilities and equipment, etc.

Who can avail the service?

- Students
- Graduates
- Employees
- other Clients

Requirements:

- For school fees: COR
- For TOR, Certification & Honorable Dismissal: Request form from the Registrar
- For rental services: Approved Statement of Account/Bill, or Order of Payment from Supply Office

Schedule of availability of service:

Monday-Friday (except on holidays)-8:00 a.m. - 5:00 p.m. (No noon break)

How to avail of the service?

Step	Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Fees	Person In Charge
1	Go to the Cashier’s Office and present the COR / Request form / Billing / Order of payment	Receive the payment and issue O.R.	3 minutes	Corresponding payment of transactions	Mrs. Julie O. Dollano
2	Receive the original Official Receipt.	File the duplicate	2 minutes		Mrs. Julie O. Dollano



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LIANGA, SURIGAO DEL SUR

CITIZEN’S CHARTER

COLLEGE OF ARTS AND SCIENCES

STUDENT CONSULTATION SERVICES

Part of the semester workload of SDSSU-Lianga Campus Faculty is rendering consultation services for bonafide students. All students may seek assistance pertaining to their academic concerns; namely, reference materials for projects and assignments, remedial tasks for missed activities or major exams, guidance for oral and written reports, complaints about marks received, etc.

Who can avail of the service?
- Bonafide students of the College

Requirements:
- School ID

Schedule of availability of service:
- Per indicated schedule by individual faculty member for consultation services

How to avail of the service?

Step	Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Fees	Person In Charge
1	Go to the faculty room of the concerned College.	Accommodate the students in the office.	2 minutes		Concerned Faculty
2	Fill up the log book and indicate nature of the consultation	Have the logbook consultation services signed by the student.	3 minutes		Concerned faculty/office
3	Open up queries, needs, etc. and listen and be open to any assistance or recommendation.	Extend assistance or possible solutions / recommendations as the case may be.	5- 30 minutes		Concerned faculty/ Concerned Program Coordinator Dr. Bernardita G. Quevedo

ISSUANCE OF SHIFTING FORM AND APPROVAL FOR SHIFTING

This service is availed by students who are planning to shift to other course/college. Students who wish to shift to another program should seek the advice and guidance of the Counselor to ensure right decisions are made; and the approval of the respective program chairman for proper evaluation of courses taken.

Who can avail of the service?

- Bonafide students who plan to shift to another program
- Students who did not meet the retention policy of a particular program.

Requirements:

- Prospectus with complete grades

Schedule of availability of service:

- During enrolment / changing and dropping
Monday to Friday (Except Holidays) 8:00 a.m. to 12:00 a.m. to 1:00 p.m. – 5:00 p.m.

How to avail of the service?

Step	Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Fees	Person In Charge
1	Go to the Guidance Office and ask for a Shifting Form.	Receive the request form, conduct a brief interview, and evaluate the grades and make necessary recommendations.	15 minutes		Ms. Evelyn U. Layno
2	Sign up the Guidance Shifter’s Record Book	Release the Shifting Form to the requesting student.	5 minutes		Ms. Evelyn U. Layno
3	Proceed to the Program Chairman for endorsement to the receiving College.	Receive the shifting form; evaluate grades and other attachments required for admission and approval.	15 minutes		Dr. Bernardita G. Quevedo
4	Furnish concerned officers with a copy of the duly approved shifting form.	File approved shifting form.	2 minutes		Ms. Evelyn U. Layno Mrs. Teresita V. Guillen Dr. Bernardita G. Quevedo



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CITIZEN’S CHARTER

**COLLEGE OF BUSINESS AND
INFORMATION TECHNOLOGY**

STUDENT CONSULTATION SERVICES

Part of the semester workload of SDSSU-Lianga Campus Faculty is rendering consultation services for bonafide students. All students may seek assistance pertaining to their academic concerns; namely, reference materials for projects and assignments, remedial tasks for missed activities or major exams, guidance for oral and written reports, complaints about marks received, etc.

Who can avail of the service?

- Bonafide students who plan to shift to another program
- Students who did not meet the retention policy of a particular program.

Requirements:

- Prospectus with complete grades

Schedule of availability of service:

- During enrolment / changing and dropping
Monday to Friday (Except Holidays) 8:00 a.m. to 12:00 a.m. to 1:00 p.m. – 5:00 p.m.

How to avail of the service?

Step	Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Fees	Person In Charge
1	Go to the faculty room of the concerned College.	Accommodate the students in the office.	2 minutes		Concerned Faculty
2	Fill up the log book and indicate nature of the consultation	Have the logbook consultation services signed by the student.	3 minutes		Concerned faculty/office
3	Open up queries, needs, etc. and listen and be open to any assistance or recommendation.	Extend assistance or possible solutions / recommendations as the case may be.	5- 30 minutes		Concerned faculty/Concerned Program Coordinator Engr. Melizande S. Uriarte(BSCS) Asst. Prof. Rosalinda O. Bacaron(BSBA) Asst. Prof. Marialina A. Simplicio(BSHRM)

ISSUANCE OF SHIFTING FORM AND APPROVAL FOR SHIFTING

This service is availed by students who are planning to shift to other course/college. Students who wish to shift to another program should seek the advice and guidance of the Counselor to ensure right decisions are made; and the approval of the respective program chairman for proper evaluation of courses taken.

Who can avail of the service?

- Bonafide students who plan to shift to another program
- Students who did not meet the retention policy of a particular program.

Requirements:

- Prospectus with complete grades

Schedule of availability of service:

- During enrolment / changing and dropping
Monday to Friday (Except Holidays) 8:00 a.m. to 12:00 a.m. to 1:00 p.m. – 5:00 p.m.

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1	Go to the Guidance Office and ask for a Shifting Form.	Receive the request form, conduct a brief interview, and evaluate the grades and make necessary recommendations.	15 minutes		Ms. Evelyn U. Layno
2	Sign up the Guidance Shifter’s Record Book	Release the Shifting Form to the requesting student.	5 minutes		Ms. Evelyn U. Layno
3	Proceed to the Program Chairman for endorsement to the receiving College.	Receive the shifting form; evaluate grades and other attachments required for admission and approval.	15 minutes		Engr. Melizande S. Uriarte
4	Furnish concerned officers with a copy of the duly approved shifting form.	File approved shifting form.	2 minutes		Ms. Evelyn U. Layno Mrs. Teresita V. Guillen Engr. Melizande S. Uriarte(BSCS) Asst. Prof. Rosalinda O. Bacaron(BSBA) Asst. Prof. Marialina A. Simplicio(BSHRM)



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CITIZEN’S CHARTER

COLLEGE OF TEACHER EDUCATION

STUDENT CONSULTATION SERVICES

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Who can avail of the service?

- Bonafide students who plan to shift to another program
- Students who did not meet the retention policy of a particular program.

Requirements:

- Prospectus with complete grades

Schedule of availability of service:

- During enrolment / changing and dropping
Monday to Friday (Except Holidays) 8:00 a.m. to 12:00 a.m. to 1:00 p.m. – 5:00 p.m.

How to avail of the service?

Step	Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Fees	Person In Charge
1	Go to the faculty room of the concerned College.	Accommodate the students in the office.	2 minutes		Concerned Faculty
2	Fill up the log book and indicate nature of the consultation	Have the logbook consultation services signed by the student.	3 minutes		Concerned faculty/office
3	Open up queries, needs, etc. and listen and be open to any assistance or recommendation.	Extend assistance or possible solutions / recommendations as the case may be.	5- 30 minutes		Concerned faculty/Concerned Program Coordinator Dr. Myrna T. Saracin

ISSUANCE OF SHIFTING FORM AND APPROVAL FOR SHIFTING

This service is availed by students who are planning to shift to other course/college. Students who wish to shift to another program should seek the advice and guidance of the Counselor to ensure right decisions are made; and the approval of the respective program chairman for proper evaluation of courses taken.

Who can avail of the service?

- Bonafide students who plan to shift to another program
- Students who did not meet the retention policy of a particular program.

Requirements:

- Prospectus with complete grades

Schedule of availability of service:

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3	Proceed to the Program Chairman for endorsement to the receiving College.	Receive the shifting form; evaluate grades and other attachments required for admission and approval.	15 minutes	Dr. Myrna T. Saracin
4	Furnish concerned officers with a copy of the duly approved shifting form.	File approved shifting form.	2 minutes	Ms. Evelyn U. Layno Mrs. Teresita V. Guillen Dr. Myrna T. Saracin



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CITIZEN’S CHARTER

COLLEGE OF FISHERIES TECHNOLOGY

STUDENT CONSULTATION SERVICES

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Who can avail of the service?
- Bonafide students of the College

Requirements:
- School ID

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3	Open up queries, needs, etc. and listen and be open to any assistance or recommendation.	Extend assistance or possible solutions / recommendations as the case may be.	5- 30 minutes		Concerned faculty/ Concerned Program Coordinator Asst. Prof. Mario S. Sinday

ISSUANCE OF SHIFTING FORM AND APPROVAL FOR SHIFTING

This service is availed by students who are planning to shift to other course/college. Students who wish to shift to another program should seek the advice and guidance of the Counselor to ensure right decisions are made; and the approval of the respective program chairman for proper evaluation of courses taken.

Who can avail of the service?

- Bonafide students who plan to shift to another program
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Requirements:

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3	Proceed to the Program Chairman for endorsement to the receiving College.	Receive the shifting form; evaluate grades and other attachments required for admission and approval.	15 minutes		Asst. Prof. Mario S. Sinday
4	Furnish concerned officers with a copy of the duly approved shifting form.	File approved shifting form.	2 minutes		Ms. Evelyn U. Layno Mrs. Teresita V. Guillen Asst. Prof. Mario S. Sinday



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CITIZEN’S CHARTER

REGISTRAR’S OFFICE

STUDENT ADMISSION / ENROLLMENT

All students undergo the process of enrollment which includes evaluation of requirements and assessment of their financial responsibilities. The process facilitates registration of subjects and payment of fees. If requirements are complete, enrollment can be completed in a day. Who can avail of the service? - Freshmen, Transferees and Continuing Students

Requirements:

A. New Students: Freshmen and Transferees

- 1. Form 138: Report of Rating (for freshmen)]
- 2. Certificate of Transfer Credential: informative copy (for transferees)
- 3. Certificate of good moral character
- 4. Medical Certificate (from the Medical and Dental Clinic)
- 5. Authenticated Copy of Birth Certificate (NSO)
- 6. 4 pcs 1x1 ID picture (white background)
- 7. Result of the Entrance Exam
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- 9. 1 pc long folder (for student’s file)

B. Old students/ Student Returnees

- 1. Report of Grades of the courses taken in the previous semester
- 2. Duly approved clearance from the last semester attended and Prospectus with grades signed by the respective supervising deans

Schedule of availability of service:

Enrolment Period Only: 8:00 a.m. – 5:00 p.m. (No Noon Break)

Fees: Php 1,000.00 down payment

Note: The time indicated in the duration of activity below does not include the time consumed by a student in moving from one office to another.

How to avail of the service?

Step	Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Fees	Person In Charge
1	Go to the Students Admission Office and submit requirements for evaluation.	Evaluate completeness of requirements and issue Pre Registration Form(PRF)	5 minutes		Mrs. Vilma G. Pandi
2	Proceed to the respective college for the schedule of subjects to be enrolled and	Get clearance and grades during the last semester attended; Load subjects to	15 minutes		CAS-Bernardita G. Quevedo CFT-Mario S. Sinday CBIT-Malizande S.

	for approval of the Program Chairman; Present clearance and grades during the last semester attended.	PRF (Preliminary Registration Form) and affix signature for approval.			Uriarte/ Rosalinda O. Bacaron / Marialina A. Simplicio CTE-Myrna T. Saracin
3	Go to the Registrar for review of subjects enrolled and for approval.	Review duly filled-up PRF of the subject to be enrolled and affix signature in the Form for approval.	5 minutes		Mrs. Teresita V. Guillen
4	Proceed to CBIT/CFT Office for encoding of subjects enrolled.	Get temporary Enrollment.	5 minutes		CBIT-Joseph T. Moreno CFT-Emily Pampilon
5	Go to the Cashier's Office present temporary enrolment and pay the down payment for tuition, other school fees and for Posting.	Issue Official Receipt.	5 minutes	at least Php 1,000.00	Aniceto Sanchez, Jr. Julie O. Dollano
6	Go back to the Registrar's Office for Confirmation of enrolment and for signature of Certificate of Registration (COR). Present duly signed clearance.	Furnish printed copy of Certificate of Registration (COR)	3 minutes		Analyn C. Jarena Nilo L. Gascon Teresita V. Guillen
Post-Enrollment Procedure					
7	Proceed to the Library for issuance of Library Card.	Issue Library Card.	2 minutes		Josephine S. Melencion
8	Received student copy of the registration form & proceed to the Internet Laboratory bldg. for ID picture taking.	Conduct ID Picture Taking	3 minutes		Project-in-Charge
9	Proceed to Admin. Bldg. for uniform.	Get COR, write down the name of the student and issue student uniform.	5 minutes		Corazon H. Calanuga
10	Come back during the 1st day of classes and show COR to instructors/	Check the COR to ensure students are officially enrolled.			Instructor/ Professor

	professors.				
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**PROCESSING AND RELEASING OF TRANSCRIPT OF RECORDS,
DIPLOMA AUTHENTICATION, FORM 137-A AND
CERTIFICATION**

College students/graduates come to school to secure a copy of their Transcript of Records, Diploma Authentication or Certification either for evaluation purposes, transfer credentials or for employment purposes. Secondary Students/graduates likewise request a copy of Form 137-A, Diploma or Certification to support their application for employment, enrolment or for personal file.

Who can avail of the service?

- Bonafide Graduate/undergraduate students of SDSSU-Lianga Campus.

Requirements:

TOR:

- 1. Duly accomplished Request Form
- 2. TOR Fee receipt
- 3. Approved Students’s Clearance
- 4. Documentary Stamp

DIPLOMA:

- 1. Duly accomplished Request Form
- 2. Approved Student’s Clearance
- 3. O.R. for Diploma Payment
- 4. Documentary Stamp

Form 137-A

- 1. Duly accomplished Request Form
- 2. Personal Request/Use
School to School Request - FREE
- 3. Duly approved Students’s Clearance
- 4. Documentary Stamp Fee

CERTIFICATION:

- 1. Duly accomplished Request Form
- 2. Duly approved Student’s Clearance
- 3. Certification Fee receipt
- 4. Documentary Stamp Fee

Schedule of availability of service:

Monday to Friday (except Holidays) - 8:00 a.m. - 5:00 p.m. (No Noon Break)

How to avail of the service?

Step	Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Fees	Person In Charge
1	Go to the	Records client in	5 minutes		Mr. Nilo L.

	Registrar's Office and state your purpose	the logbook and provide Request Form for the document requested.			Gascon
2	Pay the required fees to the Cashier.	Receives payment and issue Official Receipt.	3 minutes	<ul style="list-style-type: none"> • TOR Fee – Php 100.00/Page • Form 137-A - Personal Request /Use - Php 100.00 - School to School Request – FREE • Certification Fee – Php 60.00 • Documentary Stamp Fee – Php 15.00 	Mrs. Julie O. Dollano
3	Submit the accomplished Request Form & other requirements	Receives the Request Form & other documents and issue Claim Slip.	5 minutes		Mr. Nilo L. Gascon
4	Processing of Requested Documents	Facilitates the preparation and signing of the requested documents: a. TOR b. Diploma c. Form 137-A d. Certification	5 days from filing 10 Minutes 3 days from application 10 Minutes		Mrs. Teresita V. Guillen Mr. Nilo L. Gascon Ms. Analyn C. Jarena
5	Present claim slip on the date stated and receives the document.	Releases the requested document and require client to acknowledge receipt by signing in the logbook.	5 minutes		Mrs. Teresita V. Guillen Mr. Nilo L. Gascon Ms. Analyn C. Jarena



SURIGAO DEL SUR STATE UNIVERSITY

LIANGA CAMPUS

LIANGA, SURIGAO DEL SUR

CITIZEN’S CHARTER

SUPPLY OFFICE

ISSUANCE OF SUPPLIES, MATERIALS AND EQUIPMENTS

The Supply Office takes charge in the issuance of necessary office equipment and supplies of the College and shall issue such to the faculty, administrators and staff based on the procurement plan.

Who can avail of the service?

- Faculty Members
- Staff
- Administrators

Requirements:

- Approved Purchase Request (per COA governing rules)

Schedule of availability of service:

- Monday to Friday (Except Holidays) 8:00a.m -12:00nn. to 1:00p.m. - 5:00p.m.

How to avail of the service?

Step	Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Fees	Person In Charge
1	Proceed to the Supply Office and present the list of supplies/materials and/or equipment to be withdrawn.	Check the availability of equipment and/or supplies/materials from the Stock Card.	3 minutes		Mr. David O. Guillen
2		Prepare the Acknowledgement Receipt or fill-up the Request and Issuance Slip Form with items available for release and give the form to client for signature.	10 minutes		Mr. David O. Guillen
3	Check the items listed for withdrawal as to specification, quality and quantity. Sign the RIS/Acknowledgement Receipt and return the form to the service provider.	Facilitate the signing and approval of the Request Form Issue the requested supplies/materials and/or equipment	10 minutes		Mr. David O. Guillen Signatories: (AR/RIS) -Ms. Amelita I. Jabonero -Dr. Cynthia P. Sajot
4	Receive the supplies/materials and/or equipment	Record receipt and file RIS Furnish client with a copy of Acknowledgement Receipt and retain a copy for office file.	5 minutes		Mr. David O. Guillen



CITIZEN’S CHARTER

SCHOOL CLINIC SERVICES

CONSULTATION, REFERRAL AND MONITORING

The School Clinic provides services that include consultation services, provision of free medicines, determining height and weight, monitoring blood pressure, and treating minor wounds and other minor illnesses, etc. Referrals for Medical/Dental cases maybe done with RHU Physician and Dentist per approved Memorandum of Understanding.

Who can avail of the service?

- Students (Graduate and Undergraduate
- Employees

Schedule of availability of service:

- Monday to Friday (Except Holidays) 8:00 a.m. – 12:00 nn to 1:00 p.m.
- 1st Wednesday of the Month – RHU Physician’s school visiting schedule 8:00 a.m – 12:00 n.n.
- Every Thursday – Tooth extraction services for SDSSU-Lianga students at the RHU.

How to avail of the service?

Step	Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Fees	Person In Charge
1	Personal: Go to the school clinic and say your purpose.	Gives logbook to patient for filling up	1 Minute		Mr. Jose A. Olandria
2	Write your name, course and purpose in the logbook	Receives the logbook and conduct further interview to patient for record purposes.	10 Minutes		Mr. Jose A. Olandria
3		Takes up the vital signs and blood pressure of patient and provides first aid if necessary.	15 Minutes		Mr. Jose A. Olandria
4		Dispense medicines if available and make referral if necessary.	5 Minutes		Mr. Jose A. Olandria
5	Acknowledge receipt of medicines/services by signing in the logbook.	Receives logbook for filing	1 Minute		Mr. Jose A. Olandria



SURIGAO DEL SUR STATE UNIVERSITY

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CITIZEN’S CHARTER

OFFICE OF THE HRMA

ISSUANCE OF SERVICE RECORD

All government employees whether presently employed, retired or separated from the service need Service Record. This document is commonly used in claiming financial benefits and other official and personal purposes beneficial to the user.

Who can avail of the service?

- SDSSU employees (active or separated from service)

Requirements:

- Official Receipt in payment for Service Record

Schedule of availability of service:

- Monday to Friday (Except Holidays) 8:00a.m.-12:00 nn to 1:00p.m. -5:00p.m.

How to avail of the service?

Step	Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Fees	Person In Charge
1	Go to the cashier and pay certification Fee of P25.00.	Receive payment and issue O.R.	2 minutes	Certification Fee – Php 60.00 Documentary Stamp – Php 15.00	Mrs. Julie O. Dollano
2	Present the O.R. to the HRMAfor recording of O.R. No.	Verify / Record the O.R. andrequire the client to log in.	3 minutes		Mr. Joseph C. Pantaleon
3	Fill-up the logbook.	Facilitate the preparation and signing of the service record by the concerned officer.	5 minutes		Mr. Joseph C. Pantaleon
4	Receive the copy of the Service Record.	Release and require the client to acknowledge receipt.	2 minutes		Mr. Joseph C. Pantaleon



CITIZEN’S CHARTER

OFFICE OF THE ASSISTANT DEAN

PROVIDE GUIDANCE AND ASSISTANCE TO STUDENTS
DURING ENROLMENT

All students both in Secondary and College need appropriate guidance and assistance in handling their tasks during enrolment.

Who can avail of the service?

- Freshmen, Transferees and Continuing Students

Requirements: **New:**

- a. Form 137-A
- b. Entrance Examination (Written & Interview)
- c. Certificate of Good Moral Character
- d. Authenticated Birth Certificate(Photocopy)
- e. 2 pcs. 1 X 1 ID Picture
- f. 2 pcs. Long Brown Envelop

Transferees:

- a. Entrance Examination (Written & Interview)
- b. Certificate of Transfer Credentials
- c. Certificate of Good Moral Character
- d. 2 pcs. 1 X 1 ID Picture
- e. 2 pcs. Long Brown
- f. CTC w/ attached TOR for Evaluation

Old :

- a. Prospectus with evaluated subjects
- b. Clearance

Schedule of availability of service:

- **Enrolment Period**
- **Monday to Friday** (Except Holidays) 8:00a.m. - 5:00p.m. (No Noon Break)

How to avail of the service?

Step	Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Fees	Person In Charge
1	Go to Office of the Guidance Counselor	Conduct inquiries and provide exam application form	2 minutes		Ms. Evelyn U. Layno
2	Pay your testing fee to the collecting office/cashier	Issue official receipt	2 minutes	Php 100.00	Mrs. Julie O. Dollano

3	Present the O.R. to the testing committee	Issue examination permit	3 minutes		Ms. Evelyn U. Layno
4	Take Examination	Conduct examination	45 minutes		Ms. Evelyn U. Layno
5		Check exam and give test result	1 Day		Ms. Evelyn U. Layno
6	Receive test result	Require student to acknowledge receipt of the test result by signing in the logbook	45 minutes		Ms. Evelyn U. Layno
7	Go to the Student Admission Office	Evaluate Credentials	5 minutes		Ms. Vilma G. Pandi
8	Present the evaluated credentials to the Office of Program Chair/Dean of Instruction	Provide preliminary registration form	5 minutes		Program Chairmen Dean of Instruction
9	Fill up official registration form & submit to the Program Chair and Registrar for approval	Concerned officers check, verify and approve the official registration form.	3 minutes		Concerned Office/College
10	Present the duly approved enrolment form to the Collecting Office and pay the required fees.	Issue O.R. & provide student with summary of payment made, retain copy of enrollment form for registrar & college office	5 minutes		Mrs. Julie Dollano
11	Received student copy of the registration form & proceed to the Internet Laboratory bldg. for ID picture taking.	Conduct ID picture taking	3 minutes		Project-in-charge
12	Proceed to Admin Bldg. for Uniform.	Take body measurement	5 minutes		Mrs. Corazon H. Calanuga



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CITIZEN’S CHARTER

COLLEGE LIBRARY

E-LIBRARY SERVICES: ONLINE SEARCHING AND PRINTING OF INFORMATION

All bonafide students and faculty members are entitled to use the E-Library. This is where users can access and can prints information from World Wide Web.

Who can avail of the service?

- Students
- Faculty members
- Administrators and staff

Requirements:

- Valid School ID / Library Card
- E-Library Access Card / Internet Access Slip

Schedule of availability of service:

- **Monday to Friday** (Except Holidays) 7:30a.m. - 5:00p.m. (No Noon Break)

How to avail of the service?

Step	Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Fees	Person In Charge
1	Present the user’s E-Library Access Card / Internet Access Slip and Log-in	Receive the Access Card and instruct the user to log in.	2 minutes		Library Assistants
2	Use the server for one hour.	Terminate the user’s access after one hour	1 hour		Library Assistants
3	Request and pay for the printing of the gathered information.	Receive the payment and print the information.	2 minutes / page		Library Assistants

LIBRARY SERVICES: ISSUANCE OF LIBRARY CARD

All bonafide students are required to submit two (2) pieces 1x1 ID picture for issuance of the Library Card. Aside from the school ID, a library card is required to avail of the other services in the Library.

Who can avail of the service?

- All bonafide students

Requirements:

- Certificate of Enrollment (COR) for students
- 1 x 1 ID Picture

Schedule of availability of service:

- **Monday to Friday** (Except Holidays) 7:30a.m. - 5:00p.m. (No Noon Break)
- Saturday: 8:00 a.m. – 12:00 nn. and 1:00 p.m. – 5:00 p.m.

How to avail of the service?

Step	Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Fees	Person In Charge
1	Present Certificate of Enrollment (COR) and 1 x 1 ID picture	Receive COR and picture and Issue Library Student Data Sheet.	2 minutes		Mrs. Josephine S. Melencion
2	Fill up the Library Student Data Sheet.	Receive and encode data on the ID Card.	5 minutes		Mrs. Josephine S. Melencion
3	Affix signature in the Card	Attach the ID picture, laminate and release the Card to the client.	5 minutes		Mrs. JosephineS. Melencion
4	Receive the Library Card and sign logbook upon receipt	Receive the Logbook duly signed by the student.	1 minute		Mrs. Josephine S. Melencion

LIBRARY SERVICES: CIRCULATION SECTION (INSIDE READING AND OUTSIDE USE)

The Library which is a repository of knowledge is open to all bonafide students, faculty, administrators and staff of SDSSU-Lianga Campus, as well as the community.

The reading materials in the library can be borrowed according to format policy:

1. Inside use: General References (Encyclopedia, Dictionaries, Atlas, Yearbooks, Almanacs, Indexes, periodicals, handbook and manuals, etc..) Single Copy Books, Rare Pictorial Books and Rare Filipiniana materials, Thesis and Dissertations. Vertical File materials (maps, globes, charts, graphs, clippings, etc.)
2. Outside use: PASUC Books

Who can avail of the service?

- Students / Faculty / Administrators and Staff

Requirements:

- Students: Valid School ID and/or Library Card
- Faculty: School ID
- Staff: School ID

Schedule of availability of service -

- **Monday to Friday** (Except Holidays) 7:30a.m. - 5:00p.m. (No Noon Break)
- **Saturday:** 8:00 a.m. – 12:00 nn. and 1:00 p.m. – 5:00 p.m.

How to avail of the service?

Step	Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Fees	Person In Charge
1	Present Library Card / School ID to the librarian/library in charge.	Check the Library Card / School ID if validated.	1 minute		Mrs. Josephine S. Melencion Library Assistants Student Assistants
2	Ask the librarian for the availability of book/s needed.	Require the client to fill-up the book card.	2 minutes		Mrs. Josephine S. Melencion Library Assistants Student Assistants
3	Fill-up the book card and return to librarian in-charge.	Pull out the borrowed book/s from the shelf and release to the borrower.	3 minutes		Mrs. Josephine S. Melencion Library Assistants Student Assistants
4	Return the book/s to library in-charge after using.	Return the book/s to library in-charge after using.	2 minutes		Mrs. Josephine S. Melencion Library Assistants Student

					Assistants
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