



Republic of the Philippines  
**SURIGAO DEL SUR STATE UNIVERSITY**  
San Miguel Campus  
San Miguel, Surigao del Sur

# **SDSSU SAN MIGUEL CITIZEN'S CHARTER**



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## ***VISION***

Center of Progressive Leadership  
In Higher Education for  
Quality Life and Sustainable Development

## ***MISSION***

SDSSU shall provide  
advanced education, professional  
and higher technological instruction,  
and trainings in various  
fields of specialization.

It shall also undertake  
research, extension, and  
entrepreneurial activities  
for the development needs of the nation.



**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





**RELEASING OF STUDENT’S CREDENTIALS ( Revised)**

All bona fide students and graduates can secure a copy of their Credentials (TOR, Cert. Diploma), for evaluation and employment purposes. If the requirements are complete, TOR and other credentials will be released minimum in 1 day if the signatories are all present. Since this Campus is implementing the Computerized Enrolment System.

**Schedule of availability of service:**

Monday to Friday  
8:00 a.m. – 5:00 p.m. without noon break

**Who May Avail of the Service:**

Bona fide college students  
Graduates

**What are the Requirements:**

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

**Duration:** 5.5 minutes

**How to avail of the service: (REVISED)**

S	Applicant/ Client	Service Provider	Duration of activit y	Person in-charge	Fees
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 for fill up.	2 minutes	Joselina B. Medico	
2	Go to the cashier’s office for payment	Received the accomplished form, issue Official Receipt Signed the form below bearing the name printed, Indicate the OR no. and the date issued. Give back to the requestor.	2 minutes	Flora T. Plaza	100.00/page - TOR 110.00 -Hon. Dismissal 60.00- Certification 30.00/page- Authentica tion
3	Go back to Registrar’s office and present the OR for the release of the TOR	Cut and Give the claim stub to the requestor. <b>He/she can get the TOR minimum in one day</b>	30 seconds	Joselina B. Medico	
4	Received the TOR	Received the claim stub, affix signature of the student in the release book then release the TOR	1 minute	Joselina B. Medico	
END OF TRANSACTION					

**Duration:** minutes



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How to avail of the service: (OLD)

t	Applicant/ Client	Service Provider	Duration of activity	Person in-charge	Fees
1	Go to the Registrar's Office to secure request form for TOR Fill up request form	Provide request form to the client with a short briefing on the service and its requirements	15 min	Joselina B. Medico	
2	Pay TOR fee to the Cashier's Office	Receive Payment and issue official receipt	10 min.	Flora T. Plaza	
3	Submit the accomplished request form	Receive the request form of the student issue the corresponding	15 min	Joselina B. Medico	
4	Receive claim slip and come back in the date indicated to claim the TOR	Check student's records submitted by instructor and professor. Encode grades and print the TOR and affix signature	3 to 5 days after filing of application	Joselina B. Medico	
5	Receive TOR and affix signature in the logbook upon receipt of TOR	Release TOR and have the client sign in the logbook	20 min	Joselina B. Medico	
END OF TRANSACTION					

ISSUANCE OF SERVICE RECORDS TO SDSSU-San Miguel EMPLOYEES (Revised)

Schedule of availability of service:

Monday to Friday  
8:00 a.m. – 5:00 p.m. without noon break

Who May Avail of the Service:

SDSSU employees (active or separated from the service)

What are the Requirements:

- 1. Official receipt for Service Fee
- 2. Fees  
\*Certification Fee of P60.00

Duration: 7 minutes

How to avail of the service: (REVISED)

S	Applicant/ Client	Service Provider	Duration of activity	Person in-charge	Fees
1	Go to the collecting officer and pay the amount of P60.00	Received the payment and issue Official Receipt.	3 minutes	Flora T. Plaza	P 60.00
2	Hand the O. R. to the AO for recording of O.R. Number in the service record.	Received the Official Receipt and record number in the service record, review, print and affix signature.	3 minutes	ARNOLFA G. ESTIBAL-Administrative Officer	



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				IV	
3	Received the Service Record in two copies.	Let the applicant affix his/her signature in the released document logbook then release the documents	1 minute	ARNOLFA G. ESTIBAL-Administrative Officer IV	
END OF TRANSACTION					

Duration: 13 minutes

How to avail of the service: (OLD)

S	Applicant/ Client	Service Provider	Duration of activity	Person in-charge	Fees
1	Go to the collecting officer and pay the amount of P60.00	Received the payment and issue Official Receipt.	3 minutes	Flora T. Plaza	P 60.00
2	Hand in the O. R. to the HRMA for recording of O.R. Number in the service record.	Received the Official Receipt and record number in the service record, review, print and bring it to the Administrative Officer for signature.	3 minutes	Teresita C. Magallano-HRMA  ARNOLFA G. ESTIBAL Administrative Officer	
3	Submit the printed Service Record	Received the printed Service Record, review and affix signatures.	5 minutes	Teresita C. Magallano	
4	Received the Service Record in two copies.	Issue Service Record. Record released documents at the logbook with signature of the client.	2 minutes	Teresita C. Magallano	
END OF TRANSACTION					



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**ENROLMENT/STUDENT ADMISSION (Revised)**

The enrolment system of SDSSU-San Miguel Campus is a one stop shop which can be availed of the students in a matter of 15 minutes.

**Schedule of availability of service:**

Monday to Friday  
8:00 a.m. – 5:00 p.m. No Noon Break

**Who May Avail of the Service?**

High School Graduates (incoming freshmen), transferees and old students.

**What are the Requirements:**

- For Incoming Freshmen;
1. Entrance Exam Result
  2. F-138 (HS Report Card)
  3. Certificate of Good Moral Standing
  4. Medical Certificate from a Gov’t Physician
  5. Photocopy of authenticated Birth Certificate from NSO
  6. 1 pc. Long Brown Envelope

**For Transferees:**

1. Entrance Exam Result
2. Honorable Dismissal w/ Informative Copy
3. Medical Cert. from a Gov’t. Physician.
4. Photocopy of authenticated Birth Certificate from NSO
5. 1 pc. Long Brown Envelope

**For Returnees and Old Students;**

1. Prospectus with evaluated grades
2. Previous Semester’s Clearance

**Duration:** 14 minutes

**How to avail of the service: (REVISED)**

S	Applicant/ Client	Service Provider	Duration of activity	Person in-charge	Fees
1	Go to the Office of the Assistant Dean and get the result of entrance examination.	The Assistant Dean will interview & Advise the enrollee of what course he/she will enroll after the release of the entrance examination result. The Student will then be advised to proceed to the program chair of the program which he/she may enroll.	2 minutes	Engr. Josie C. Alegado, MOP	
2	Go to the Program Chair for course arrangement and assessment	The program chair will provide the prospectus and the PRF and arrange the course to be enrolled.	2 minutes	Dario O. Prado- for Teacher Education  Edilberto F. Luib, Sr.- for Agriculture and Forestry	
3	Bring the result of entrance exam and enclosed all the	The Registrar received And evaluated the credential handed by the student	3 minutes	Joselina B. Medico	



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	requirements in a long brown envelope and hand it over to the registrar together with the filled PRF.	including the PRF and then issued the enrollment Form.			
4	Proceed to the office of the Collecting Officer to pay the prescribed school fees.	The registrar will receive the enrollment form together with the O.R. and then stamp the enrolment form indicating that the student is officially enrolled.	3 minutes	Flora T. Plaza	
5	Go back to the registrar and submit the enrollment form for stamp enrolled.		30 seconds	Joselina B. Medico	
END OF TRANSACTION					

How to avail of the service: (OLD)

S	Applicant/ Client	Service Provider	Duration of activity	Person in-charge	Fees
1	Get the Result of the entrance exam from the Guidance Counselor	After the student signs in release logbook, The Guidance Counselor will release the result of the exam.	1 minute	Felina D. Ramos	
2	Bring the result of the entrance Exam to the Dean of Instruction	The Dean of Instruction assesses the results of the exam and advises the enrollee as to the program to be taken.	3minutes	Leylita S. Carlos, MSA	
3	Proceed to the Program Chair of the program to be taken	The program chair conduct short interview and then provide PRF and arrange the subjects/course to be enrolled.	5 minutes	Edilberto F. Luib- Program Chair of Agriculture and Forestry Dario O. Prado- Program Chair of Teacher Education	
4	Enclosed all the requirement as shown above in the long brown envelope and hand it over to the registrar	The Registrar received and evaluated the credentials handed by the student, conduct a brief interview, encoded his/her data in the system. Issue Temporary Certificate of Registration.	5 minutes	Mrs. Joselina B. Medico	
5	Proceed to the Office of the Collecting Officer and pay the initial payment	Received the accomplished form, issue Official Receipt Signed the form below bearing the name printed, Indicate the OR no. and the date	3 minutes	Flora T. Plaza	



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		issued. Give back to the requestor.			
6	Proceed to the office of the Student Affairs for ID processing.	The Librarian, Adviser, Head of OSAS will affix their signatures. ( If the student has no school obligation)	3 minutes	Mr. Raymundo M. Itable	
7	Go back to the Registrar for the final print-out of Cert. of Registration (COR).	Received the Assessed Temporary COR, affix the signature of the student & the Registrar & the mark as officially enrolled.	4 minutes	Mrs. Joselina B. Medico	
END OF TRANSACTION					





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**ANNEX 9**

**CERTIFICATION of COMPLIANCE**

Pursuant to Republic Act 9485: An Act to Improve Efficiency in the Delivery of Government Service to the Public by reducing Bureaucratic Red Tape, Preventing Grant and Corruption, and Providing Penalties Therefore

I, **NOELITO B. SALCEDO, Ed.D.**, Filipino, of legal age, Campus Director of **SURIGAO DEL SUR STATE UNIVERSITY-SAN MIGUEL CAMPUS**, being responsible and accountable in ensuring compliance with section 6 of the Anti-Red Tape Act of 2007 and Rule IV of its Implementing Rules and Regulations, hereby declare and certify the following truths:

1. The **SURIGAO DEL SUR STATE UNIVERSITY-SAN MIGUEL CAMPUS** has establish its service standards known as the Citizen's Charter that enumerates the following:
  - a. Vision and mission of the agency
  - b. Frontline services offered
  - c. Step-by-step procedure in availing of frontline services
  - d. Employee responsible for each step
  - e. Time needed to complete the procedure
  - f. Amount of fees
  - g. Required documents
  - h. Procedure for filing complaints
2. The Citizen's Charter is posted as information billboards in all the service offices of **SURIGAO DEL SUR STATE UNIVERSITY-SAN MIGUEL CAMPUS** that deliver frontline services.
3. The Citizen's Charter is positioned at the main entrance of the office or at most conspicuous place of all the said service offices.
4. The Citizen's Charter is written either in English, Filipino, or in the local dialect and published as an information material (e.g. booklet or brochure).
5. The Citizen's Charter is uploaded in the agency's website and accessible to the public.
6. The Citizen's Charter was first published on **September 2009** and underwent review and revision on **September 2011** and **September 2013** as required under Section 4, Rule IV of the IRR: The office or agency shall review the Citizen's Charter whenever necessary, but not less than once every two years.
7. The Citizen's Charter already shows the improvements that resulted from the process review of frontline service delivery, specifically:
  - a.) Enrolment Student Admission – revision of the flow of transaction and the number of responsible persons excluding the guidance counselor and the Office of the Student Affairs and Services (OSAS) for ID processing in the reduction of signatories thus shortened the duration of transaction of the enrollee from 24 minutes to 14.5 minutes,
  - b.) Releasing of Student Credential – Issuance of Transcript of Records (TOR) upon completion of Student Clearance thus shortened the duration of transaction in securing TOR in the Registrar's Office which has a reduction of 3.5 minutes, and
  - c.) Issuance of Government Service Record is directly prepared and issued by the Administrative Officer IV instead of going thru the Human Resource Management Assistant (HRMA) and the Administrative Officer (AO) thus shortened the duration of transaction facilitated by one personnel only, a reduction of 6 minutes.

This certification is being issued to attest to the accuracy of all the foregoing based on available records and information that can be verified.

IN WITNESS HEREOF, I have hereunto set my hand this 29<sup>th</sup> day of November 2013 in San Miguel, Surigao del Sur, Philippines.

**NOELITO B. SALCEDO, Ed.D.**  
Campus Director, SDSSU-SAN MIGUEL

SUBSCRIBE AND SWORN to before me this 29th day of November 2013 in San Miguel, Surigao del Sur, Philippines, with affiant exhibiting to me his/her \_\_\_\_\_ issued on \_\_\_\_\_ at \_\_\_\_\_.

Doc. No.: \_\_\_\_\_  
Series of: \_\_\_\_\_  
Fee paid: \_\_\_\_\_  
O.R. No.: \_\_\_\_\_