

PREAMBLE

In order to raise the standard and quality of public services, fulfill the needs and expectations of the citizens and carry out the services effectively and efficiently being provided by this organization, Citizen's Charter for the Bulacan Agricultural State College has been prepared. The Charter seeks to provide a framework which enables our clienteles to know:

- · Services offered of the Bulacan Agricultural State College; and
- Redressal of public grievances if any in regards to services of College.

The prime objective behind the Charter is to ensure transparency, public participation and accountability, standard of services, nondiscrimination, courtesy, easy access to information and Grievances Redressal whenever possible.

BASC VISION

A globally-engaged higher education institution of agriculture and allied disciplines.

BASC MISSION

Provide excellent instruction, conduct relevant research and foster community engagement that produce highly competent graduates necessary for the development of the country.

FEEDBACK AND REDRESSAL MECHANISMS

Should there be any grievances, comments, suggestions and complaints, please contact us through the following mechanism:

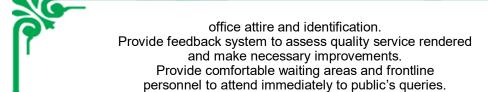
- Send your feedback through e-mail bascosas.official@gmail.com
- Drop your comments and suggestions in the box at the loan counter.

PERFORMANCE PLEDGE

WE, the officials and employees of the BULACAN AGRICULTURAL STATE COLLEGE, pledge efficient and equitable public service to all clientele as stated in this Citizen's Charter.

Specifically, we will:
Serve with integrity, equality and professionalism.
Attend to public's concerns courteously and without delay.
Work according to the eight-hour standard working time, or beyond when the need warrants.

Be presentable at all times by wearing proper



OFFICE OF STUDENT AFFAIRS AND SERVICES

OSAS PRINCIPLE

A service-oriented partner for the development of competitive students.

OSAS MANDATE

Advocate quality and relevant student development services and programs that are responsive to the emerging needs of time.

OSAS GOAL

Equip students with essential life skills that serve as catalyst in order to become productive citizens of the local and international society.

OSAS OBJECTIVES

- 1. Manage student-centered programs and services that promote holistic development in support of academic instruction, nation-building, and global competitiveness;
- 2. Plan, organize, coordinate and implement student programs and activities in relation to student development, student wellness, health, library services and international students' program;
- 3. Oversee that accredited student organizations operate within the charter and rules of the College;
- 4. Conduct investigation on disciplinary concerns involving students and student organizations and recommend appropriate actions to the President through the VPAA;
- 5. To help build and promote capabilities and competence of students, faculty and staff members, researchers and scholars through well-stocked relevant quality library collections; and
- 6. Develop a better quality of life through health promotion, disease prevention and medical intervention.





STUDENT WELFARE SERVICES UNIT

Guidance and Counselling Services

Schedule of Availability of Service	Monday – Friday, 8:00am -5:00pm (No
Who may avail the service?	Enrolled students
Duration	30 minutes to 1 hour

Checklist of Requirements	Where to Secure	Responsible
Referral Form (from teachers, peers, etc.)	SWSU Office	
Call Slip	SWSU Office	Guidance Coordinator
Counselling Log Sheet	SWSU Office	0 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3 3
Routine Interview Form	SWSU Office	

STEPS	MODE	CLIENT ACTIVITIES	SERVICE PROVIDER	DURATION	FEES
1	Face-to -Face / Online	For Referral: Fill out the refer- ral form.	Receive the accomplished referral form from the referring party. Then ask the client to fill-out the counseling log sheet.	3-5 mins	N/A
		For Walk-in/ Online Appoint- ment: Fill-out the counseling log	Receive the accomplished counseling log sheet or Google Form.	3-5 mins	N/A

STEPS	MODE	CLIENT ACTIVITIES	SERVICE PROVIDER	DURATION	FEES
2	Face-to -Face / Online		Issue a call slip if the cli- ent/s will undergo coun- seling session during class hours.	3-5 mins	N/A
3	Face-to -Face / Online	Fill-out routine interview form.	Receive and assess the accomplished interview form.	3-5mins	N/A
4	Face-to -Face / Online	COUNSELING SESSION		30 mins	N/A
5	Face-to -Face / Online	Received the Feedback Form.	Issue the counseling feed-back form. One copy each for the client, the referring party and the guidance coordinator respectively. It will be noted in the feed-back form if follow-up session or termination is necessary.		
6	Face-to -Face / Online		If clients' concerns were addressed, terminate the counseling session.	2 mins	N/A
		END	OF TRANSACTION		





Testing Services

Schedule of Availability of Service	Monday – Friday, 8:00am -5:00pm (No
Who may avail the service?	Enrolled students
Duration	3 hour per group or individual

Checklist of Requirements	Where to Secure	Responsible
School ID	ID's Office	ID's Office Staff
Certificate of Registration	Registrar	Registrar Staff
Psychological Test and Non- Psychometric Tools	SWSU Office	College Psychometrician

STEPS	MODE	CLIENT ACTIVITIES	SERVICE PROVIDER	DURATION	FEES
1	Face-to -Face		Communicate the schedule of the administration of psychological testing and non-psychometric tools to the students.	3-5 mins	N/A
2	Face-to -Face		Prepare the materials needed.	3-5 mins	N/A
3	Face-to -Face	Fill-out the log sheet.	Have the attendance checked.	3-5 mins	N/A
4	Face-to -Face		PSYCHOLOGICAL TEST PSYCHOMETRIC TOOLS	1 hr	N/A

STEPS	MODE	CLIENT ACTIVITIES	SERVICE PROVIDER	DURATION	FEES
5	Face-to -Face		Check and encode the student's psychological tests result. Handle students' individual inventory, non-fraternity contract, and exit record confidenti-	1 hr	N/A
6	Face-to -Face		Release and interpret the results to students.	3-5 mins	N/A
7	Face-to -Face		Refer the case of student to the Guidance Coordinator based on the test results.	3-5 mins	N/A
		END	OF TRANSACTION		

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STUDENT DEVELOPMENT PROGRAM UNIT

Accreditation of Student Organization

Schedule of Availability of Service	Monday – Friday, 8:00am -5:00pm (No noon break)
Who may avail the service?	Enrolled students
Duration	1 month

Checklist of Requirements	Where to Secure	Responsible
Application Letter	SDPU Office	Head, SDPU / Staff
Summary Sheet	SDPU Office	Head, SDPU / Staff
Logo with its meaning	SDPU Office	Head, SDPU / Staff
Constitution and By – Laws	SDPU Office	Head, SDPU / Staff
Annual Proposed Activities	SDPU Office	Head, SDPU / Staff
List of Officers	SDPU Office	Head, SDPU / Staff
Officers Profile	SDPU Office	Head, SDPU / Staff
Adviser's Profile	SDPU Office	Head, SDPU / Staff
Adviser's Letter of Acceptance	SDPU Office	Head, SDPU / Staff

STEPS	MODE	CLIENT ACTIVITIES	SERVICE PROVIDER	DURATION	FEES
1	Face-to -Face / Online		Secure forms needed for accreditation of Student Organization.	1-3 mins	N/A

STEPS	MODE	CLIENT ACTIVITIES	SERVICE PROVIDER	DURATION	FEES
2	Face-to -Face / Online		Receive the accomplished forms.	1-3 days	N/A
3	Face-to -Face / Online		Review the completeness of the documents.	1-3 mins	N/A
4	Face-to -Face / Online		Evaluate the submitted documents.	7 days	N/A
5	Face-to -Face / Online		Recommend the documents to the Director of Office of the Student Affairs and Services (OSAS) for approval.	1-3 mins	N/A
6	Face-to -Face / Online		Review the recommended documents for approval.	3 days	N/A
7	Face-to -Face / Online		Endorse the list of the accredited clubs/ organizations office of the Vice President.	1-3 mins	N/A
8	Face-to -Face / Online		Approve the list of the accredited clubs/ organizations.	1-2 days	N/A
9	Face-to -Face / Online		Issue the certificate of accreditation to the approved clubs/ organizations.		N/A
		END	OF TRANSACTION		





Review and Evaluation of Student Proposed Activities

Schedule of Availability of Service	Monday – Friday, 8:00am -5:00pm (No noon break)	
Who may avail the service?	Enrolled students	
Duration	3 days	

Checklist of Requirements	Where to Secure	Responsible
Proposed Activities	SDPU Office	Head, SDPU / Staff
Syllabus/CBL Objectives	SDPU Office	Head, SDPU / Staff
Waiver (If applicable)	SDPU Office	Head, SDPU / Staff

STEPS	MODE	CLIENT ACTIVITIES	SERVICE PROVIDER	DURATION	FEES
1	Face-to -Face / Online		Secure forms needed for student proposed activities.	1-3 mins	N/A
2	Face-to -Face / Online	Fill-out forms.	Received the accomplished proposed activity.	1 day	N/A
3	Face-to -Face / Online		Check the proposed activities.	10-15 mins	N/A
4	Face-to -Face / Online		Endorse the proposed activities to the OSAS Director.	3-5 mins	N/A
5	Face-to -Face / Online		Review and Evaluate the submitted proposed activities.	5-10 mins	N/A

STEPS	MODE	CLIENT ACTIVITIES	SERVICE PROVIDER	DURATION	FEES
6	Face-to -Face / Online		Recommend the proposed activities to the Office of the Vice President for Academic Affairs/Office of the President for approval.	1-2 days	N/A
7	Face-to -Face / Online		Approve the proposed activities.		N/A
END OF TRANSACTION					

Conduct of Off-Campus Activities

Schedule of Availability of Service	Monday – Friday, 8:00am -5:00pm (No noon break)
Who may avail the service?	Enrolled students
Duration	5 days

Checklist of Requirements	Where to Secure	Responsible
Memorandum of Agreement (MOA)/ Invitation Letter/ Proposed Off-campus Activity	SDPU Office	Head, SDPU / Staff
Program /Training Design	SDPU Office	Head, SDPU / Staff
Parents' Consent (waiver)	SDPU Office	Head, SDPU / Staff
Medical Certificate	SDPU Office	Head, SDPU / Staff
Monitoring Sheet	SDPU Office	Head, SDPU / Staff
Student Travel Order	SDPU Office	Head, SDPU / Staff

STEPS	MODE	CLIENT ACTIVITIES	SERVICE PROVIDER	DURATION	FEES	
1	Face-to -Face / Online		Secure forms needed for accreditation of Student Organization.		N/A	
2	Face-to -Face / Online	Fill-out forms.	Received the accomplished proposed activity.	1 day	N/A	
3	Face-to -Face / Online		Check the proposed activities.	10-15 mins	N/A	
4	Face-to -Face / Online		Endorse the proposed activities to the OSAS Director.	3-5 mins	N/A	
5	Face-to -Face / Online		Review and Evaluate the submitted proposed activities.	5-10 mins	N/A	
6	Face-to -Face / Online		Recommend the proposed activities to the Office of the Vice President for Academic Affairs/Office of the President for approval.	1-2 days	N/A	
7	Face-to -Face / Online		Approve the proposed activities.		N/A	
	END OF TRANSACTION					





Recommendation Process for Approval of Student Travels

Schedule of Availability of Service	Monday – Friday, 8:00am -5:00pm (No noon break)	
Who may avail the service?	Enrolled students	
Duration	5 days	

Checklist of Requirements	Where to Secure	Responsible
Approved Off-campus Activity	Student Leader / Ad- viser	Student Leader / Adviser
Authority to Travel	SDPU Office	Head, SDPU / Staff

STEPS	MODE	CLIENT ACTIVITIES	SERVICE PROVIDER	DURATION	FEES
1	Face-to -Face / Online		Secure forms.	1-3 mins	N/A
2	Face-to -Face / Online	Fill-out forms.	Received the accomplished forms.	5-10 mins	N/A
3	Face-to -Face / Online		Check the submitted documents	10-15 mins	N/A
4	Face-to -Face / Online		Endorse the documents to the OSAS Director.	3-5 mins	N/A
5	Face-to -Face / Online		Review and Evaluate the submitted documents.	5-10 mins	N/A

STEPS	MODE	CLIENT ACTIVITIES	SERVICE PROVIDER	DURATION	FEES
6	Face-to -Face / Online		Recommend the Travel Order to the Vice President for Academic Affairs for signature.	1-2 days	N/A
7	Face-to -Face / Online		Approve the Travel Order.		N/A
END OF TRANSACTION					

• Recognition of Student Organization

Schedule of Availability of Service	Monday – Friday, 8:00am -5:00pm (No noon break)
Who may avail the service?	Enrolled students
Duration	2 weeks

Checklist of Requirements	Where to Secure	Responsible	
Accomplishment Report	Student Leader	Student Leader	
Application form	SDPU Office	Head, SDPU / Staff	

STEPS	MODE	CLIENT ACTIVITIES	SERVICE PROVIDER	DURATION	FEES
1	Face-to -Face / Online		Secure application form	1-3 mins	N/A

STEPS	MODE	CLIENT ACTIVITIES	SERVICE PROVIDER	DURATION	FEES	
2	Face-to -Face / Online	Fill-out forms.	Received the accomplished application form and accomplishment report.	1-3 days	N/A	
3	Face-to -Face / Online		Check the submitted documents	5-10 mins	N/A	
4	Face-to -Face / Online		Endorse the list of names of student leaders for presentation.	3-5 mins	N/A	
5	Face-to -Face / Online		Schedule the oral presentation.	1-3 days	N/A	
6	Face-to -Face / Online	ORAL PRESENTATION OF STUDENT LEADER.		10-20 mins	N/A	
7	Face-to -Face / Online		Release of results.	7 days	N/A	
END OF TRANSACTION						

• Investigation on Student Discipline

Schedule of Availability of Service	Monday – Friday, 8:00am -5:00pm (No noon break)	
Who may avail the service?	Enrolled students	
Duration	1 month	

Checklist of Requirements	Where to Secure	Responsible
Incident Report / Letter of Complaint	N/A	N/A

STEPS	MODE	CLIENT ACTIVITIES	SERVICE PROVIDER	DURATION	FEES
1	Face-to -Face / Online	Signed letter of complaint / incident report.	Received incident report / letter of complaint.		N/A
2	Face-to -Face / Online		The Prefect of Discipline will issue an endorsement letter to the Student Disciplinary Tribunal.		N/A
3	Face-to -Face / Online		The Student Disciplinary Tribunal will conduct initial conference.	1-2 days	N/A
4	Face-to -Face / Online		The Student Disciplinary Tribunal will conduct investigation.	1-10 days	N/A
5	Face-to -Face / Online		The Student Disciplinary Tribunal will prepare the written report of the investigation.	3 days	N/A
6	Face-to -Face / Online		The Student Disciplinary Tribunal will issue a notification letter to both party.	3 days	N/A
7	Face-to -Face / Online		The Prefect of Discipline will monitor the implementation of the result of the investigation.		N/A
6	Face-to -Face / Online Face-to -Face / Online Face-to -Face /	END	The Student Disciplinary Tribunal will prepare the written report of the investigation. The Student Disciplinary Tribunal will issue a notification letter to both party. The Prefect of Discipline will monitor the implementation of the result of the	·	

END OF TRANSACTION





INSTITUTIONAL STUDENT PROGRAMS AND SERVICES UNIT

Provision of Student Housing Services

Schedule of Availability of Service	Monday – Friday, 8:00am -5:00pm (No noon break)	
Who may avail the service?	Enrolled students	
Duration	3-5 days	

Checklist of Requirements	Where to Secure	Responsible
Certificate of Registration of Students	Registrar	Staff
Dormitory Reservation Form	Dorm Manager	Dorm Manager / Student
Dormitory Application Form	Dorm Manager	Dorm Manager / Student
Dormitory Rental Contract of Agreement (for Approved Applicants)	Dorm Manager	Dorm Manager / Student

STEPS	MODE	CLIENT ACTIVITIES	SERVICE PROVIDER	DURATION	FEES
1	Face-to -Face	Inquire for avail- able bunks.	Respond to the inquiries.	5 mins.	N/A
2	Face-to -Face		Receive the accomplished reservation form of the applicants.	10 mins.	N/A

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	STEPS	MODE	CLIENT ACTIVITIES	SERVICE PROVIDER	DURATION	FEES
	3	Face-to -Face		Reserve the available bunks.	24 hrs.	N/A
	4	Face-to -Face	Fill-out the application form.	Receive the form and interview the applicant.	10 mins.	N/A
	5	Face-to -Face	Pay for the dor- mitory rent to		15 mins.	Php 300.00
			the cashier's office.			(addition al Php 50.00 per ap- pliance)
•	6	Face-to -Face		Orientation of the dormitory rules and regulations.	30 mins.	N/A
	7	Face-to -Face	Fill-out the dor- mitory rental agreement.	Receive accomplished dormitory rental agreement.	5 mins.	N/A
	8	Face-to -Face		Documentation of Dorm Occupant's List and Requirements (list of dormers and supporting documents).	10 mins.	N/A
	END OF TRANSACTION					

END OF TRANSACTION





