



CITIZENS CHARTER

2024 Edition

Mandate

The Bulacan Agricultural State College (BASC) shall provide graduate and undergraduate courses in the arts, sciences, humanities, and professional fields in agriculture, natural sciences, technology, and other technical and professional courses as the Board of Trustees may determine and deem proper. It shall also promote research, extension, agribusiness, and advanced studies and progressive leadership in its field of specialization. There shall be organized relevant research centers in the College to develop technologies on agriculture which will backstop and enhance the growth and development of the province of Bulacan and the country.

Vision

A PREMIER AGRICULTURAL COLLEGE delivering world-class education that promotes sustainable development amidst climate change.

Mission

To provide quality education to enhance food security, sustainable communities, industry innovation, climate resilience, gender equality, institutional development and partnerships.

Service Pledge

Bulacan Agricultural State College commits to:

1. Advocate for the adoption of effective government practices for efficient government service delivery and prevention of graft and corruption;
2. Capacitate government agencies to re-engineer its systems and procedures to reduce processing time and regulatory burden for the transacting public;
3. Promote the implementation of simplified requirements and procedures that will reduce red tape and expedite business and non-business related transactions in the government;
4. Provide assistance to the public in filing and investigating complaints against government agencies and/or officials for non-compliance to R.A. 11032; and
5. Attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break.

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OFFICE OF THE SUC PRESIDENT

OFFICE OF THE PRESIDENT

1. Processing of Action on Contracts and External Agreements

The service allows the Office of the University President to act on projects/partnerships with external stakeholders through contracts and external agreements

Office or Unit		Office of the University President (OUP)		
Classification		Complex		
Type of Transaction		G2C - Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government		
Who may avail		University Stakeholders, Guests, and Visitors		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Draft of Contract or Related Document (1 Original Copy)			The client will provide	
2.Review and Comments by The University Legal Counsel and The Recommendations (1 Original Copy)			University Legal Officer	
3.Revision of The Contract or Agreement Incorporating the Legal Counsel's Recommendations (Triplicate Copy)			The client will provide	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit the pertinent documents to the Office of the University President	1. Receives and reviews the submitted documents.	None	1 working day	Staff and President, or Officer-in Charge, or Representative Office of the University President
2. Follow up on contract and pertinent document.	2. Approves or disapproves the document	None	1 working day	President, or Officer-in Charge, or Representative Office of the University President
3. . Receive preliminary action on contract or agreement.	3. Submits to the Secretary of the Board of Regents if the latter's action is needed.	None	1 working day	Staff, Office of the President
4.Receive final action.	4.1 Board Secretary includes the matter in the Agenda of the Regular/Special Meeting of the Board of Regents	None	1 working day	Board Secretary BASC
	4.2 Board of Regents acts on the contract or agreement			Board Secretary BASC

2. Processing of Request for Personal Meeting with the President

This service allows concerned stakeholders to request a meeting with the University President both for a walk-in and with an approved scheduled appointment.

Office or Unit		Office of the University President (OUP)		
Classification		Simple		
Type of Transaction		G2C - Government to Citizen G2B – Government to Business Entity/ies G2G – Government to Government		
Who may avail		University Stakeholders, Guests, and Visitors		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1.Valid Identification Card (1 Original Copy)			The client will provide	
2. Letter of the Purpose of the Transaction or Visit with the University President (1 Original Copy)			The client will provide	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Present the identification card to the Office of the University President	1. Acknowledges the valid identification card.	None	5 minutes	Staff Office of the University President
2. For Walk-In: Show the letter of purpose (if any) or mention the purpose of the transaction or visit With An Approved Scheduled Appointment: Show an appointment letter or evidence of acceptance	2. For Walk-In: Reads letter/s of purpose or listens to verbal answers. Informs the President, Officer in-Charge, or Representative about the visitor and purpose. With An Approved Scheduled Appointment: Verifies Notice of Acceptance of appointment	None	5 minutes	Staff Office of the University President
3. Meet the President.	3. For Walk-In: President or Officer-in-Charge meets the visitor. Staff checks the availability of the President or Representative. Set appointment date and time. With An Approved Scheduled Appointment: Staff notifies	None	2 hours	President, or Officer-in Charge, or Representative Office of the University President

	President, or Officer-in-Charge and meets the guest or visitor.			
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3. Processing of Request from Different Colleges/Offices of the University

The service allows colleges, offices, and units of the university to submit request to the Office of the University President through letters and/ or communications. The approval is subject to the presence and schedule of the President. The Officer-In-Charge will act in the absence or unavailability of the President.

Office or Unit		Office of the University President (OUP)		
Classification		Simple		
Type of Transaction		G2G – Government to Government		
Who may avail		Offices/Colleges of the University		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter (Triplicate Copy)			The client will provide	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Forward letter or communication to the Office of the University President.	1.1 Receives letters or communications for approval from the various colleges/offices, of the University for approval of the President	None	5 minutes	Staff and President, or Officer-in Charge, or Representative Office of the University President
	1.2 Checks the completeness of letters or communications, and of the documents being submitted. Note: If incomplete requirements or documents, return the submitted documents and inform the lacking	None	10 minutes	
	1.3 If documents are complete, forwards letters or communications to the President, or Officer-in Charge for appropriate action.	None	10 minutes	
	1.4 Approves or endorses to the Vice Presidents/ appropriate officials concerned, or to sender/filer for revision or action.	None	5 minutes	President, or Officer-in Charge, or Representative Office of the University President
2. Receive the action on the request.	2. Records the letters or communications in the logbook and forwards approved letter or	None	1 working day	Staff Office of the University President

	communication to the Records and Archives Unit.			
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4. Dissemination of Incoming Communication from Outside Persons or Agencies

The service allows the Office of the University President to act on communication from outside persons or agencies. The approval is subject to the presence and schedule of the President. The Officer-In-Charge will act in the absence or unavailability of the President.

Office or Unit		Office of the University President (OUP)		
Classification		Simple		
Type of Transaction		G2G – Government to Government		
Who may avail		Offices/Colleges of the University		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letters or Communications From Outside Persons or Agencies (1 Original Copy)			The client will provide	
2. Endorsed Letters or Communications From Outside Persons or Agencies, if any (1 Original Copy)			The client will provide	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit the letter to the Records and Archives Unit.	1.1 Logs and maintains a copy of received letters or communication and forwards such to the Office of the University President	None	20 minutes	Clerk Records and Archives Unit
	1.2 Logs the letters or communication in the logbook upon receipt of the letters or communication	None	5 minutes	Staff Office of the University President
	1.3 Forward letters or communication to the President or Officer-in-Charge for action and endorsement.	None	5 minutes	President, or Officer-in Charge, or Representative Office of the University President
2. Receive endorsement or action on the request.	2. Logs letter or communications acted upon by the President or Officer-in-Charge and forwards the endorsed letter or communication to the concerned office for dissemination or information.	None	5 minutes	Staff Office of the University President

OFFICE OF THE UNIVERSITY BOARD SECRETARY

1. Processing of Request for Copy of Board Resolutions

The service allows offices, units, and colleges of the university to secure board resolutions to be informed on the matters the board voted on.

Office or Unit		Office of the University Board Secretary (OUBS)		
Classification		Simple		
Type of Transaction		G2G – Government to Government		
Who may avail		Concerned Units or Offices of the University		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of Request for Board Resolution (1 Original Copy)			The client will provide	
2. Endorsed Letters or Communications From Outside Persons or Agencies, if any (1 Original Copy)			The client will provide	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit a letter of request to the Office of the Board Secretary.	1. Receives and reviews the request	None	1 working day	Board Secretary, Clerk Office of the University Board Secretary
2. Provide additional information about the board resolution request.	2.1 Conducts short interview to the client regarding the request.	None	1 working day	Board Secretary, Clerk Office of the University Board Secretary
	2.2 Prepares the requested resolutions (either Academic, Administrative, or Board Resolution)	None	1 working day	Board Secretary, Clerk Office of the University Board Secretary
3. Receive the requested board resolution	3. Releases the requested board resolution.	None	1 working day	Board Secretary, Clerk Office of the University Board Secretary

2.Submission of Complete Staff Work or Agenda by the Offices of the University

The service allows colleges, offices, and units of the university to accomplish the Complete Staff Work Form for their requests to be included in the Agenda during the Board of Regents Meeting and to be acted upon.

Office or Unit	Office of the University Board Secretary (OUBS)
Classification	Highly Technical
Type of Transaction	G2G – Government to Government
Who may avail	Concerned Units or Offices of the University

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Accomplished Complete Staff Work (CSW) Form or Agenda (1 Original Copy)			The client will provide	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit fully accomplished Complete Staff Work (CSW) or Agendas to the Office of the University Board Secretary.	1.1 Pre-assesses the submitted Complete Staff Work or Agenda	None	5 working days	Board Secretary, Clerk Office of the University Board Secretary
	1.2 Schedules a special / preboard or board meeting, with the participation of Board of Regents.	None	1 working day	Board Secretary Office of the University Board Secretary President Office of the University President Board of Regents
	1.3 Discusses the submitted agenda.	None	1 working day	Board Secretary Office of the University Board Secretary President Office of the University President Board of Regents
	1.4 Approves or disapproves the agenda by the Board of Regents.	None	1 working day	Board Secretary Office of the University Board Secretary President Office of the University President Board of Regents
2. Receive a copy of the approved board resolution.	2. Releases and files the approved agendas or board resolutions	None	1 working day	Board Secretary, Clerk Office of the University Board Secretary

3.Submission of the Agenda to the University's Academic and Administrative Council Meeting

This service helps the offices and colleges a chance to give an overview of their individual achievements, accomplishments, contributions, list what steps must be taken and formulate a timeline for when specific tasks need to be completed and the resources required in order to achieve the goals of the university.

Office or Unit		Office of the University Board Secretary (OUBS)		
Classification		Highly Technical		
Type of Transaction		G2G – Government to Government		
Who may avail		Heads, Directors, or Officer-In-Charge of the University		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. List of Agendas (1 Original Copy)			The client will provide	
2. Administrative Council Resolution (1 Original Copy)			Office of the University Board Secretary	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit the Agendas to the Office of the University Board Secretary	1.1 Pre-assesses the submitted agenda/s	None	5 working days	Board Secretary Office of the University Board Secretary
	1.2 Schedules the Administrative Meeting and Academic Council Meeting.	None	1 working day	Board Secretary Office of the University Board Secretary President Office of the University President Vice Presidents for Administration, Academic Affairs, Research, Development, and Extension Administrative Council, Academic Council

	1.3 Discusses the agenda with the Administrative Council and Academic Council Meeting.	None	1 working day	Board Secretary Office of the University Board Secretary President Office of the University President Vice Presidents for Administration, Academic Affairs, Research, Development, and Extension Administrative Council, Academic Council
	1.4 Approves the agenda.	None	1 working day	Board Secretary Office of the University Board Secretary President Office of the University President Vice Presidents for Administration, Academic Affairs, Research, Development, and Extension Administrative Council, Academic Council
2. Receive the approved agenda, Administrative Council Resolution, and Academic Council Resolution	2. Releases the approved agenda, Administrative Council Resolution, and Academic Council Resolution.	None	1 working day	Board Secretary, Clerk Office of the University Board Secretary

QUALITY ASSURANCE OFFICE

1.Processing of Request for QMS Registered Documents for Various Purposes

This service allows accrediting bodies and other interested parties to request and have copies of BASC's documented information. Documented information are documents implemented in the service provision of different units, offices and colleges of the university that are enrolled/ registered in the Quality Management Unit and being controlled by the Document Control Officer.

Note: Not all requested documents are being issued, (e.g. manual/s, operation manual/s, process manual/s) but can be viewed and read thru BASC website.

Office or Unit		Quality Management Office (QMO)		
Classification		Simple		
Type of Transaction		G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government		
Who may avail		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request letter addressed to the University President with the Following Information: (1 Original Copy or Electronic Copy) • Full Name of the Client/Requestor • Office/Unit/College • Email Address • Specific Document Requested • Purpose(s) • Signature of the Requestor			The client will provide	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
For Walk-In: Submit request letter to the Quality Management Unit. For Online: Send an electronic copy of the request letter via email thru basc@52@yahoo.com Note: The processing time will start from the receipt of the Endorsement form from the Office of the University President	1. Receives the Endorsement Form from the Office of the President together with the attached approved letter of request and assign its unique reference number then forward it to the officer in charge.	None	1 hour	Staff-in-Charge Quality Management Office

2. For Online: Receive an email reply from Quality Management Unit acknowledging receipt of the request.	2.1 For Online: Sends an email reply to the requesting party to acknowledge receipt of the request	None	1 hour	Document Control Officer Quality Management Office
	2.2 Reviews and evaluates the received Endorsement Form and searches for the requested document.	None	1 hour	Document Control Officer Quality Management Office
	2.3 For Walk-In: Reproduces the requested document. Note: Reproduction day is dependent on the number of ongoing reproduction and printing job being carried out by the Business Affairs and Auxiliary Services Office. For Online: Prepares the requested document and consults with the Unit Head for the review and release of the pertinent document, then proceed to Agency Action no. 2.5.	None	1 working day	Document Control Officer Quality Management Office
	2.4 Stamps the reproduced document with an "Uncontrolled Copy" mark and consults with the Unit Head for the review and release of the pertinent document	None	5 hours	Document Control Officer Quality Management Office
	2.5 Logs the document/s to be issued in Releasing Log - Other Copy Holders and Requested Documents.	None	5 hours	Document Control Officer Quality Management Office
2. For Walk-In: Review the completeness of the requested documents and receive the requested	3.1 For Walk-In: Issues the requested document. For Online: Sends an email reply to the requesting party providing the document requested (if available) or	None	2 hours	Document Control Officer Quality Management Office

document and sign in the receiving column of the Logbook.	notification on the unavailability of the document			
For Online: Receive an email reply from the Quality Management Office regarding the requested data	3.2 Fills out the "Action Taken" portion of the Document Request Form and files the form	None	1 hour	Document Control Officer Quality Management Office

2.Processing of QMS Documents for Registration, Revision, and Abolition

The service allows units, offices, and college/institutes of the university to register documented information implemented in their various services and operations related to quality, environment, health, and safety.

Note: Only current versions of documented information are distributed to Official Copyholders

All documented information to be registered to Quality Management Office shall be forwarded at least three working days prior to effectivity or implementation.

Office or Unit	Quality Management Office (QMO)			
Classification	Simple			
Type of Transaction	G2G – Government to Government			
Who may avail	All BASC employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Properly Filled Out and Approved Document Registration, Revision, and Abolition Form (1 Original Copy)			Quality Management Office	
2. Duly Signed and Approved Document Following BASC's Standard Template and Document Nomenclature (1 Original Copy)			The client will provide	
3. Duly Signed and Updated Master List of Registered Documents (1 Original Copy)			Quality Management Office	
4. If the document for registration is a revised one, surrender the Old Version or Superseded Version (Controlled Copy) of the Document			The client will provide	
5. For abolishing documents, surrender the Current Version (Controlled Copy) of the Document.			The client will provide	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible

1.Submit the following to the Quality Management Office	1.1 Reviews and evaluates the submitted documents. Note: If there is/are problem/s, return the submitted documents for registration together with the attachment and discuss the concerns with the client and issue a Notification Slip	None	30 minutes	Document Control Officer Quality Management Office
	2 1.2 Receives and logs the documented information to be registered in the Receiving, Retrieval, and Releasing Log	None	30 minutes	Document Control Officer Quality Management Office
	1.3 Registers the Documented Information in the Database of Quality Management Office Documents.	None	30 minutes	Document Control Officer Quality Management Office
	1.4 Stamps the document with the “master copy” mark	None	3 minutes	Document Control Officer Quality Management Office
	1.5 Reproduces the master copy of the document according to the number of official copyholders. Note: Reproduction day depends on the number of ongoing reproduction and printing job being carried out by the Business Center Office	None	5 minutes	Staff-in-Charge / Document Control Officer Quality Management Office
	1.6 Obtains copies from Business Center and stamp the reproduced document with “controlled copy” mark	None	1 working day	Staff-in-Charge / Document Control Officer Quality Management Office
	1.7 Informs clients that documents were registered, and controlled copies are available for pick up in the Quality Management Office	None	2 minutes	Document Control Officer Quality Management Office

2. Receive the registered documents.	2. Issues the registered documents.	None	5 minutes	Staff-in-Charge / Document Control Officer Quality Management Office
3. Sign in the Receiving, Retrieval and Releasing Log	3. Have the client sign in the receiving column of the logbook	None	3 minutes	Staff-in-Charge / Document Control Officer Quality Management Office

ANTI-RED TAPE UNIT

1.Processing of Requests for Coaching and Mentoring

The service allows requesting clients to receive coaching and mentoring or refresher about the requirements of the Implementing Rules and Regulations of RA 11032, and Reference B Guidelines of ARTA MC No. 2019-002A.

Office or Unit		Anti-Red Tape Unit (ARTU)		
Classification		Simple		
Type of Transaction		G2G – Government to Government		
Who may avail		BASC College/Institutes, Offices and Units		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
A. FOR EXISTING OFFICE / COLLEGE / INSTITUTES/UNITS				
1. Existing Citizen's Charter/s of the College / Office / Unit			The client will provide	
2. Accomplished Service Request Form BASC-ART-SF-02 (1 Original Copy)			Anti-Red Tape Unit	
B. FOR NEW OFFICE / COLLEGE / UNITS				
Accomplished Service Request Form BASC-ART-SF-02 (1 Original Copy)			Anti-Red Tape Unit	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1.Send an email request to artu@basc.edu.ph for Coaching and Mentoring or visit the Anti Red Tape Unit and fill out the Service Request Form. Note: If with existing Citizen's Charter, submit as required.	1.1 For Online Request: Receives email and sends the Service Request Form to the client and have the client fill out the form and resend the same in the office email. For Face-to-Face Request: Receives the request including the existing Citizen's Charter, if any and proceed to Agency Action No. 1.3	None	5 minutes	Unit Head & Data Controller Anti-Red Tape Unit

	1.2 For Online Request: Downloads the filled-out service request.	None	5 minutes	Unit Head & Data Controller Anti-Red Tape Unit
	1.3 Reviews submitted Citizen's Charter, if any.	None	3 hours	Unit Head & Data Controller Anti-Red Tape Unit
2. Receive update regarding the schedule of the coaching and mentoring session and confirm availability	2.1 Checks available schedule and updates the client	None	1 hour	Unit Head & Data Controller Anti-Red Tape Unit
	2.2 Prepares presentation aids.	None	2 working days	Unit Head & Data Controller Anti-Red Tape Unit
3. Attend the scheduled coaching and mentoring session.	3.1 Conducts coaching and mentoring regarding the requirements of RA 11032	None	4 hours	Unit Head Anti-Red Tape Unit
	3.2 For Clients with Existing Citizen's Charter: Informs client about the corrections and suggestions on their existing Citizen's Charter	None		Unit Head & Data Controller Anti-Red Tape Unit

2.Processing of Request for Review and Evaluation of Citizen's Charter

This service allows the colleges, offices and units of the university to submit their Citizen's Charter/s and be reviewed by the assigned unit based on the Implementing Rules and Regulations set by Anti-Red Tape Authority for the compliance of ARTA Memorandum Circular 219-002A.

Note: Processing of Request for Review and Evaluation of Citizen's Charter is a multistage process. The Anti-Red Tape Unit is only responsible for first and second level review of the office's / unit's or college/institute's Citizen's Charter/s.

Office or Unit	Anti-Red Tape Unit (ARTU)
Classification	Highly Technical
Type of Transaction	G2G – Government to Government

Who may avail		BASC College/Institutes, Offices and Units		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Latest Citizen's Charter/s (1 Original Copy or 1 Electronic Copy)			The client will provide	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit the latest Citizen's Charter/s to Anti-Red Tape Unit	1.1 For Traditional Submission: Receives the submitted Citizen's Charter/s. For Online Submission: Acknowledges receipt of the email and downloads the Citizen's Charter/s	None	2 minutes	Data Controller Anti-Red Tape Unit
	11.2 Conducts first level review of the Citizen's Charter/s according to the requirements stated on the Reference B of ARTA MC 2019- 002A	None	5 working days	Data Controller Anti-Red Tape Unit
	1.3 Fills out the Citizen's Charter Evaluation Form/s for the corrections found and additional remarks.	None	5 working days	Data Controller Anti-Red Tape Unit
	1.4 Forwards the Citizen's Charter/s and Citizen's Charter Evaluation Form/s for second level review and signature	None	2 minutes	Data Controller Anti-Red Tape Unit
	1.5 Conducts second level review on the Citizen's Charter/s and affixes signature on the Citizen's Charter Evaluation Form/s	None	5 working days	Unit Head Anti-Red Tape Unit
2. For Citizen's Charter/s with Major Concerns: Attend coaching and mentoring session and receive reviewed Citizen's Charter/s for revision.	2. For Citizen's Charter/s with Major Concerns: Seeks confirmation, from the office concerned, on the suggested inputs during a series of reviews thru coaching and mentoring session.	None	2 minutes 10 minutes	Data Controller Anti-Red Tape Unit

For Citizen's Charter/s with Minor Concern/s: Receive reviewed Citizen's Charter/s for revision.	For Citizen's Charter/s with Minor Concern/s: Returns reviewed Citizen's Charter/s and inform the client of the minimal concerns			
3. Submit the revised Citizen's Charter/s to Anti-Red Tape Unit	3.1 For Traditional Submission: Receives the submitted revised Citizen's Charter/s. For Online Submission: Acknowledges receipt of the email and downloads the revised Citizen's Charter/s	None	5 working days	Data Controller Anti-Red Tape Unit
	3.2 Reviews revised Citizen's Charter/s for finality.	None	3 hours	Data Controller Anti-Red Tape Unit
	3.3 Transmits a PDF copy of the final Citizen's Charter/s for compilation.	None	3 hours	Data Controller Anti-Red Tape Unit

PLANNING AND DEVELOPMENT OFFICE

1.Process for Review and Approval of Pre-Planning Activities

The service allows offices, units, and colleges of the University to secure approval from the Office of Planning prior to conducting their respective planning activities.

Office or Unit		Planning and Development Office		
Classification		Simple		
Type of Transaction		G2G – Government to Government		
Who may avail		Offices, Units, and Colleges of the University		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter for Office/Unit/College Planning (1 Original Copy)			The client will provide	
2. Proposed Budget (1 Original Copy)			The client will provide	
3. Program of Activities (1 Original Copy)			The client will provide	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible

1. Submit complete preplanning requirements to Office of Planning	1.1 Receives, reviews, and validates submitted preplanning requirements. Note: If with incomplete requirements, relay feedback to the concerned office/ unit/ college for completion/ proper action	None	15 minutes	Staff & Director Planning and Development Office
	1.2 Endorses complete preplanning requirements to Planning Director for signature and approval.	None	10 minutes	Staff & Director Planning and Development Office
	1.3 Records details of the office / unit / college planning activities for monitoring purposes.	None	5 minutes	Staff Planning and Development Office
2. Receive a notification on the approval of the request.	2. Notifies the requesting Office / Unit / College of the approval of the request	None	5 minutes	Staff Planning and Development Office

2.Submission and Validation of Quarterly Scorecards and Monthly Accomplishment Report

The service allows offices, units, and colleges of the University to submit their Quarterly Scorecards and Monthly Accomplished Reports to the Planning Office for effective performance monitoring, and evaluation.

Office or Unit	Planning and Development Office
Classification	Simple
Type of Transaction	G2G – Government to Government
Who may avail	Offices, Units, and Colleges of the University
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
A. For Quarterly Scorecards 1. Accomplished Plan Monitoring & Evaluation Scorecard BASC -PME-SF-02 (1 Original Copy)	Planning and Development Office
B. For Monthly Accomplishment Report 1. Accomplished Monthly Accomplishment Report BASC-PME-SF-03 (1 Original Copy)	Planning and Development Office

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit duly accomplished forms to Office of Planning for review and approval.	1. Receives, reviews, and validates submitted documents.	None	10 minutes	Staff Planning and Development Office
2. Receive feedback on the approval and/or deficiency	2. Updates the tracker for scorecard and accomplishment report submission for proper monitoring. Note: For offices with incomplete or incorrect documents, staff relays feedback to the concerned office for immediate action	None	15 minutes	Staff Planning and Development Office
Total			25 minutes	

3.Processing of Request for Pre-Repair Inspection, Repair, and Other Services

The service allows client to request for Pre-Repair Inspection, Repair, and Other Services regarding the University's Facilities Maintenance. Request for various repair works is necessary to determine the necessity and extent of repair work to be done of the equipment, facilities or building for repair and to guide the property inspection in the post-repair inspection in determining if the repair specified in the pre-inspection report was actually undertaken

Office or Unit	Planning and Development Office			
Classification	Minor Repairs – Simple Major Repairs – Highly Technical Job Outs – Highly Technical			
Type of Transaction	G2C- Government to Citizen G2G- Government to Business Entity/ies G2G- Government to Government			
Who may avail	BASC Employees, Students, Office Occupants, and Stakeholders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
11. Accomplished and Duly Signed Request for Pre-Repair Inspection / Repair and Other Services BASC-FMU-SF-01 (2 Original Copies)			Planning and Development Office- Facilities Maintenance Unit	
2. If there is no available material/s, (For Internal Clients Only) Request for Funding through Letter addressed to the University President (1 Original Copy))			The client will provide	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible

1. Submit the Accomplished and Duly Signed requirement/s to the Facilities Maintenance Unit.	1.1 Receives, records, and documents the submitted document	None	2 minutes	Clerk Facilities Maintenance Unit
	1.2 Forwards the submitted documents to the Unit Head.	None	3 minutes	Clerk Facilities Maintenance Unit
	1.3 Assigns Maintenance Staff to conduct a pre repair inspection to determine the repair to be done	None	30 minutes	Unit Head Facilities Maintenance Unit
	1.4 Conducts pre repair inspection to determine the damage and materials needed	None	1 hour	Maintenance Staff Facilities Maintenance Unit
2. Receives notification or email for evaluation of pre repair request	2.1 Discusses the final evaluation of the request for pre-repair.	None	15 minutes	Unit Head Facilities Maintenance Unit
	2.2 Forwards the Return Notice for Repair Form as notification to the request for repair	None	15 minutes	Maintenance Staff Facilities Maintenance Unit
3.Receives the notification if there are available materials or none, or Return Notice of Repair if the repair is for Job Out. Note: If the client receives Notice of Repair, submits the Request for Funding through Letter addressed to the University President to the Office of the University President for approval	3.1 If the materials are available: Prepares Requisition and Issuance Slip then, forwards to the Supply and Property Management Unit for Approval. For Job Out related work or No available material/s: Prepares Return Notice of Repair, Purchase Request, and Requisition and Issuance Slip or Job Order.	None	30 minutes	Unit Head Facilities Maintenance Unit Clerk Facilities Maintenance Unit

	3.2 If the materials are available: Prepares all the Materials needed. For Job Out Related Work or No Available Material/s: Forwards the approved Request for Funding Purchase Request, and Requisition and Issuance Slip or Job Order to the Procurement Office	None	20 minutes	Maintenance Staff Facilities Maintenance Unit Clerk Facilities Maintenance Unit
	3.3 Conducts the repair.	None	Minor Repair: 1 hour Major Repairs: 7 working days	Maintenance Staff Facilities Maintenance Unit
4. Fill-Out the Customer Feedback Form and signs accomplishment form if the request pre repair is completed.	4.1 Once the repair is completed, requests client to fill-out the Customer Feedback Form and signs accomplishment form	None	10 minutes	Maintenance Staff Facilities Maintenance Unit
	4.2 For Job Out Related Work: Prepares the post Repair Inspection Report Form and forward to Technical Working Committee to conduct of post repair Inspection	None	30 minutes	Unit Head Facilities Maintenance Unit Maintenance Staff Facilities Maintenance Unit
	4.2 For Job Out Related Work: Collects excess unused materials will return to Office of Facilities Development and Management stock room for safekeeping	None	15 minutes	Maintenance Staff Facilities Maintenance Unit
	4.4 Fills out the accomplishment report of completed/ finished tasked.	None	10 minutes	Maintenance Staff Facilities Maintenance Unit
	4.5 Records, encodes and photocopies each of the accomplished project for documentation Purposes	None	20 minutes	Clerk Facilities Maintenance Unit
Total IF THERE IS AVAILABLE MATERIAL/S (MINOR REPAIRS)			4 Hours & 5 Minutes	

Total IF THERE IS AVAILABLE MATERIAL/S (MAJOR REPAIRS)	7 Working Days, 3 Hours & 45 Minutes
Total IF THE REPAIR IS FOR JOB OUT	4 Hours & 20 Minutes

OFFICE OF PUBLIC AFFAIRS

1. Process for Publication of Online News

The service allows clients to get information on the programs, projects, activities in the university via BASC website and social media platforms.

Office or Unit		Office of Public Affairs (OPA)		
Classification		Highly Technical		
Type of Transaction		G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government		
Who may avail		BASC Students, Employees and Stakeholders		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Details of Event, Program Flow (if any) or News Article (1 Original Copy)			The client will provide	
2. BASC Bulletin Receiving Log BASC-PAI-SF-02 Rev 01 (1 Original Copy)			Office of Public Affairs (OPA)	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit Information / news article and details to Office of Public Affairs for write-up or proofreading.	1.1 Proofreads the received file for write-up or revision. 1.1.1 Deploys staff to cover the event / activity and shall write an article afterwards	None	3 working days 7 working days	Technical Staff Office of Public Affairs
	1.2 Checks the article/s	None	2 hours	Director & Technical Staff Office of Public Affairs
	1.3 Forwards the final layout of the BASC Bulletin to Business Affairs and Auxiliary Services Office for printing.	None	5 working days	Technical Staff Office of Public Affairs

	1.4 Conducts final inspection of printed BASC Bulletin copies	None	1 working day	Director & Technical Staff Office of Public Affairs
2. Receives BASC Bulletin	2. Distributes BASC Bulletin	None	1 working day	Technical Staff Office of Public Affairs
Total			10 working days ,2 hours & 10 mins.	

INTERNATIONAL RELATIONS OFFICE

1. Processing of Documents for Apostille

The International Relations Office (IRO) of the university shall transact, process, and provide reportorial requirements to the Bureau of Immigration and the Department of Foreign Affairs. The office shall primarily process certification, authentication, and verification (Apostille) of the Memorandum of Agreement, Memorandum of Understanding, and other pertinent documents of the University.

Office or Unit		International Relations Office (IRO)		
Classification		Complex		
Type of Transaction		G2G - Government to Government		
Who may avail		Offices/Colleges of the University		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Memorandum of Agreement (1 Photocopy)			The client will provide	
2. Memorandum of Understanding (1 Photocopy)			The client will provide	
3. Diploma/Certificate of Completion from Schooling; and others (1 Original or 1 Photocopy)			The client will provide	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Endorses signed Memorandum of Understanding, Memorandum of Agreement and other pertinent documents.	1.1 Receives the draft document/s for assessment, checking, and submission for Legal Review	None	5 minutes	Technical Staff Office of Public Affairs

	1.2 Processes the documents for notary of Memorandum of Agreements or Memorandum of Understandings and Certificate of Authority for a Notarial Act (CANA) for Memorandum of Agreements and/or Memorandum of Understandings once the approval for execution from the Legal Counsel is received	None	2 working days Note: 1 day for legal counsel and 1 day for notarization	Staff International Relations Office
	1.3 Schedules a travel to the Department of Foreign Affairs and picks up the Apostilled Document based on the date issued on the claim stub	None	2 working days Note: 1 day for travel and 1 day for release	Staff International Relations Office
2. Receive a notification regarding the status of their request after the official travel.	2. Notifies the client about the status of the request and takes a copy after handing the apostilled copy to the client.	None	10 minutes	Staff International Relations Office
Total			4 Working Days & 15 Minutes	

2.Processing of Outbound Faculty, Student, & Staff Mobility

This service aims to process CHED Endorsement for Legitimacy of Travel Abroad of faculty/ies, non-teaching personnel, and officials with official travel as part of their requirement.

Office or Unit	International Relations Office (IRO)
Classification	For Employee Mobility: Complex For Student Mobility: Highly Technical
Type of Transaction	G2G – Government to Government G2C – Government to Citizens
Who may avail	BASC Students, and BASC Offices/College/Institute
CHECKLIST OF REQUIREMENTS	
1. Endorsement from the University President (1 Photocopy)	Office of the President
2. Duly signed Complete Staff Work (CSW) (1 Photocopy)	From Originating College/Office
3. Budget Proposal and Certificate of Availability of Funds (1 Photocopy)	Budget Office

4. Invitation Letter, Program, and Other Pertinent Attachments Regarding Travel Abroad (1 Photocopy)			Host University/ Institution/Organization	
5. BOR Approval (1 Photocopy)			Office of Board Secretary	
FOR STUDENT MOBILITY:				
1. Notarized Parental Consent with Parent's ID (1 Photocopy)			The client will provide	
2. Notice of Acceptance/Invitation (1 Photocopy)			From Host University/ Institution/Organization	
3. Request on the Conduct of Student Activity Form (1 Photocopy)			Office of Student Affairs and Services	
4. Certificate of Accompaniment (1 Photocopy)			The client will provide	
5. Travel order for Accompanying Faculty (1 Photocopy)			From Originating College/Institute	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1 1. Submit requirements to the International Relations Office (IRO) regarding travel abroad. For Student Mobility: Submit requirements for student mobility in International Relations Office (IRO)	1.1 Receives, reviews, and evaluates the submitted documents. and advise the client if the documents submitted are insufficient.	None	For Employee Mobility: 5 minutes For Student Mobility: 2 working days	Technical Staff Office of Public Affairs
	1.2 Prepares all the documents and forms to be submitted to CHED International Affairs and Services. Then, instructs the client to proceed to BASC Clinic for medical	None	10 minutes	Staff International Relations Office
2. Undergo a Medical Exam for the medical clearance	2. Receives the presented Medical Clearance.	None	2 working days	Staff International Relations Office
3. Apply for Authority to Travel to waive travel tax in International Relations Office	3.1 Furnishes Human Resource Development and Management Office & Office of the Vice President for Academic Affairs' copies of travel requirements.	None	2 working days	Staff International Relations Office

	3.2 Prepares necessary travel arrangements such as booking of flights (inclusive of food and baggage), airline/travel insurance, & Travel Order for Departure and Arrival	None	2 working days	Staff International Relations Office
	3.3 Informs the International Higher Education Institution partner regarding the arrival logistics of the faculty/student/staff	None	10 minutes	Staff International Relations Office
4. Attend the predeparture orientation.	4. Conducts a predeparture orientation to the faculty / student / staff	None	45 minutes	Staff International Relations Office
Total (Faculty / Employee Mobility)			6 Working Days, 1 Hour & 10 Minutes	
Total (Student Mobility)			8 Working Days, 1 Hour & 5 Minutes	

3.Processing of CHED Endorsement for Legitimacy of Travel Abroad

This service aims to process CHED Endorsement for Legitimacy of Travel Abroad of faculty member/s, non-teaching personnel, and officials with official travel as part of their requirement.

Office or Unit		International Relations Office (IRO)		
Classification		Highly Technical		
Type of Transaction		G2G – Government to Government G2C – Government to Citizens		
Who may avail		BASC Students, and BASC Offices/College/Institute		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Endorsement from the University President (1 Photocopy)			Office of the President	
2. Accomplished International Affairs Service Form 15 – Evaluation Form for the Necessity of Travel for SUC (1 Photocopy)			CHED IAS Website:	
3. Budget Proposal and Certificate of Availability of Funds (1 Photocopy)			Host University/ Institution/Organization	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible

1. Submit documents to the Office of International Affairs regarding travel abroad.	1.1 Receives, reviews, and evaluates the submitted documents and advises the client if the documents submitted are insufficient.	None	5 minutes	Technical Staff Office of Public Affairs
	1.2 Prepares all the documents and forms to be submitted to Commission on Higher Education - International Affairs and Services	None	10 minutes	Staff International Relations Office
	1.3 Schedules a travel to the Commission on Higher Education, Central Office, and submit all pertinent documents for Commission on Higher Education International Affairs Service approval	None	15 minutes	Staff International Relations Office
2. Receive notification regarding the status of their request after the official travel	3. Notifies the client about the status of the request and takes a copy after handing the apostilled copy to the client	None	20 days	Staff International Relations Office
Total			20 Days & 30 Minutes	

OFFICE OF MANAGEMENT INFORMATION SYSTEMS

1.Processing of Request to Repair an ICT Equipment

The service allows the troubleshooting and repair of the Information and Communications Technology (ICT) equipment of end-users.

Office or Unit	Office of Management Information Systems	
Classification	Simple	
Type of Transaction	G2G – Government to Government G2C – Government to Citizens	
Who may avail	All BASC Faculty/Employees and Student Organizations	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Accomplished Technical Service Request Form (1 Original Copy)		Office of Management Information Systems

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Proceed to Office of Management Information Systems regarding the problem encountered on the hardware.	1.1 Proceeds to the client's office to assess the problem encountered with the equipment	None	10 minutes	Hardware Technician MIS Office
	1.2 Performs the necessary actions or troubleshooting	None	1 working day	Hardware Technician MIS Office
2. Fill up Technical Service Request Form to be provided by the Hardware Technician and submit the accomplished form	2. Provides the Technical Service Request Form and secures after the client finished filling it out.	None	3 minutes	Hardware Technician MIS Office
Total			1 Working Day & 13 Minutes	

2.Process for Biometrics Registration

The service allows the collection of bio-information via fingerprinting which enables the registrants to record time and attendance through a biometric system.

Office or Unit		Office of Management Information Systems		
Classification		Simple		
Type of Transaction		G2G – Government to Government G2C – Government to Citizens		
Who may avail		All BASC Faculty/Employees and Student Organizations		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Biometrics Registration Log (1 Original Copy)			Office of Management Information Systems	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible

1. Get the Biometrics Registration Log and fill it out properly	1. Provides the Biometrics Registration Log to the client.	None	3 minutes	Staff MIS Office
	2.1 Receives the Biometrics Registration Log from the client	None	3 minutes	Staff MIS Office
2. Give the filledout log to the MIS Office	2.2 Registers the fingerprint to the biometrics device.	None	10 minutes	Staff MIS Office
3. Checks if biometrics is successfully registered. Note: If unsuccessfully registered, proceed to MIS	3. Instructs the client to check the biometrics registration.	None	2 minutes	Staff MIS Office
Total			18 Minutes	

3.Process for Creation and Updating of Website/Webpage

The service allows clients to post added content to the university website or update outdated information to avoid misinformation and confusion.

Office or Unit		Office of Management Information Systems		
Classification		Highly Technical		
Type of Transaction		G2G – Government to Government		
Who may avail		All BASC Faculty/Employees and Student Organizations		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Accomplished Request for Website / Webpage Update Form BASC-MIS-SF-01 (1 Original Copy)			Office of Management Information Systems	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible

1. Get the Request for website / webpage update form and fill it out properly.	1. Provides the website/webpage update form to the client.	None	3 minutes	Staff MIS Office
2. Give the filled out form to the MIS staff including all the information to be updated/posted on the website. It can be sent thru email	2.1 Receives and checks the website / webpage update form and the information to be posted from the client.	None	3 minutes	Staff MIS Office
	2.2 Creates or updates the Website / Webpage	None	7 working days	Staff MIS Office
3. Checks if biometrics is successfully registered. Note: If unsuccessfully registered, proceed to MIS	3. Notifies the client once done	None	3 minutes	Staff MIS Office
Total			7 working days and 9 Minutes	

*The total turnaround time varies depending on the website/webpage being created or updated.

4.Processing of Request for Technical Assistance

The service allows the clients to request for technical assistance whenever they encounter a problem when using the different information systems of the university.

Office or Unit	Office of Management Information Systems
Classification	Highly Technical
Type of Transaction	G2G – Government to Government
Who may avail	All BASC Faculty/Employees and Student Organizations
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
1. Accomplished Request for Technical Assistance Form BASC-MIS-SF-84 (1 Original Copy)	Office of Management Information Systems

Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
<p>1. For Walk-In: Proceed to Office of Management Information Systems and request for data form and properly fill out the required information.</p> <p>For Online: Send request for the Microsoft form link to receive the form and provide the needed information</p>	<p>1. For Walk-In: Provide copy of the Request for Technical Assistance form to the client.</p> <p>For Online: Send the link of the MS Form to the client.</p>	None	3 minutes	Staff MIS Office
2. Give the filled out form to the Software Unit staff or submit the MS Form	2. Receives and checks the filled-out form or open their response on MS Form	None	3 minutes	Staff MIS Office
3. Receive a notification if there are clarifications with the request and provide more information if needed.	3. Addresses the request of the client. If there are any questions regarding the request, the SDU Personnel will use MS Teams to communicate with the client. And notify the client if there are clarifications with the request.	None	7 working days	Staff MIS Office
4. Receive a notification if the request has been addressed.	4. Notifies the client via phone call or MS Teams that the request has been addressed.	None	3 minutes	Staff MIS Office
Total			7 working days and 9 Minutes	

*The total turnaround time varies depending on the report being requested by the client.

ALUMNI RELATIONS AFFAIRS OFFICE

1.Processing of Request for Alumni ID Numbers

The service allows the graduates of the university to request their alumni number/s for the processing of Alumni ID.

Note: Processing of Alumni ID is a multi-stage process. The Office of Alumni Affairs is only responsible for releasing the Alumni ID number/s.

Office or Unit		Alumni Relations Affairs Office		
Classification		Simple		
Type of Transaction		G2C - Government to Citizen		
Who may avail		All BASC Alumni		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Accomplished Request for Alumni Form BASC-AAO-SF-04 (1 Original Copy)			Alumni Relations Affairs Office	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. For Face-to Face Transaction: Submit the accomplished Request for Alumni ID Form to Office of Alumni Affairs. For Online Transaction: Send accomplished Request for Alumni ID Form via email	1.1For Face-to Face Transaction: Receives submitted request form. For Online Transaction: Downloads the form.	None	5 minutes	Staff Alumni Relations Affairs Office
	1.2Verifies the identity thru the Alumni Database and inputs the Alumni Number.	None	2 working days	Staff Alumni Relations Affairs Office
2. For Face-to Face Transaction: Receive Alumni Number written in paper. For Online Transaction:	2. Releases Alumni Number (via email for online and hard copy for face-to-face transaction) and informs the client to proceed to Business Affairs and Auxiliary Services Office at the 2nd Floor and present the accomplished Alumni	None	10 minutes	Staff Alumni Relations Affairs Office

Receive Alumni Number thru email	Form for the Processing of Alumni ID.			
Total			2 working days and 15 Minutes	

GENERAL SERVICES, SECURITY AND TRANSPORTATION OFFICE

2. Checking of Incoming & Outgoing Visitors, Personnel Faculty & Students

Provision of Security Services for Clients and Employees of the College

Office or Division:	Civil Security Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid I.D.		Client		
2. Valid I.D.		Client		
3. Accomplished/Filled-up Forms		Guard on Duty		
4. Accomplished/Filled-up Forms with O.R. Number		Guard on Duty/ Cashier's Office		
5. Valid I.D.		Client		
6. Valid I.D.		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Signs in the visitor's logbook (for walk-in /external clients)	1. Provides the logbook to the client	None	2 minutes	Guard on Duty
2. Secures vehicle pass to get to the premises of the college	2. Checks the validity of ID Inspects the vehicle. Issues visitors/vehicles pass Guides visitors to destination/person to be contacted	None	2-5 minutes	Guard on Duty
3. Brings in materials or vehicles for commercial jobs	3. Issues permits to bring in materials	None	2-5 minutes	Guard on Duty
4. Brings out materials or vehicles for commercial jobs	4. Issues permits to bring out materials	Depends on the amount being charged by the School	2-5 minutes	Guard on Duty

5. Rents school facilities	5. Provides the logbook to the client	None	2 minutes	Guard on Duty
6. Students come for their classes	6. Checks the validity of I.D. Inspects the vehicle. Issues visitors/ vehicles / pass. Guides visitors to destination/person to be contacted.	None	2-5 minutes	Guard on Duty
TOTAL:			24 minutes	

LEGAL OFFICE

1.Process of Filing Cases and Complaints

This service allows BASC employees to file cases and complaint arising in the workplace following due process and procedures

This service allows the employee-scholars to reinstate and resume their duty after finishing the degree they took during their availed study leave.

Note: This service is a multi-stage process. Training and Organizational Development Unit only process and endorse request for study leave reinstatement of Employee-scholars, approval depends on the evaluation of other processing office

Office or Unit		Legal Office		
Classification		Simple		
Type of Transaction		G2G - Government to Government		
Who may avail		All BASC Employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter in Writing and Made Under Oath That Includes the Following Details (1 Original Copy or 1 Duplicate): a. Full name of complainant b. Address of complainant c. Full name of respondent d. Address of respondent e. Position f. Designation			The client will provide	
2. Narrative Report Containing the Acts or Omissions Allegedly Committed by the Employee (1 Original Copy or 1 Duplicate)			The client will provide	
3. Certified True Copies of Documentary Evidence and Affidavits of the Witness, if any (1 Original Copy or 1 Duplicate)			The client will provide	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit the documents to the Office of the University President.	1.1 Receives the submitted documents and endorses to the Human Resource Development and Management Office through Office of the Vice President for Administration and Finance..	None	3 minutes	Staff Legal Office

	1.2 Initially assesses and evaluates the case.	None	3 minutes	Legal Officer
	1.3 Informs parties of the schedule of the interview and mediation.	None	2 minutes	Staff Legal Office
2. Attend the interview and mediation at the Legal Office	2. Interviews the parties involved and facilitates initial mediation and amicable settlement.	None	1 hour	Legal Officer
3. Wait for the resolution of the case.	3. Submits case report and recommends to the Office of the University President	None	2 working days	Legal Officer
Total			2 working days , 1 hour and 35 Minutes	

**OFFICE OF THE VICE PRESIDENT FOR
ADMINISTRATION AND FINANCE**

OFFICE OF THE VICE PRESIDENT FOR ADMINISTRATION

1. Processing of Inter-Office Communication and Transactions

This allows for the processing of inter-office communications and transactions such as letter requests, purchase request, work order, job order, payroll, request to serve meals and Individual Performance Commitment and Review (IPCR) / Department Performance Commitment and Review (DPCR) / Office Performance Commitment and Review (OPCR).

Office or Unit		Office of the Vice President for Administration and Finance		
Classification		Simple		
Type of Transaction		G2G – Government to Government		
Who may avail		All BASC Offices		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
A. FOR REQUEST LETTER				
1. Letter (3 Original Copies)			The client will provide	
B. FOR PURCHASE REQUEST				
1. Approved Letter (1 Original Copy)			The client will provide	
2. Approved Project Procurement Management Plan (PPMP) (1 Photocopy)			The client will provide	
C. FOR WORK ORDER				
1. Approved Letter (1 Original Copy)			The client will provide	
2. Approved Project Procurement Management Plan (PPMP) (1 Photocopy)			The client will provide	
3. Approved Purchase Request (PR) and Requisition and Issue Slip (RIS) (4 Original Copies)			The client will provide	
D. FOR JOB ORDER				
1. Approved Letter (1 Original Copy)			The client will provide	
E. FOR PAYROLL / VOUCHER				
1. Approved Letter (1 Original Copy)			The client will provide	
2. Approved Project Procurement Management Plan (PPMP) (1 Photocopy)			The client will provide	
3. Approved Purchase Request (PR) and Requisition and Issue Slip (RIS) (4 Original Copies)			The client will provide	
F. FOR REQUEST TO SERVE MEALS				
1. Notice of Meeting (1 Photocopy)			The client will provide	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit the requirements to the Office of the Vice President for Administration.	1.1 Receives and reviews the contents of the document/s (e.g., Letter, Purchase Request, Work Order, Job Order, Payroll/Voucher, and Request to serve meal.)	None	5 minutes	Staff Office of the Vice President for Administration

	1.2 Receives the document and signs the logbook if found complete and correct	None	1 minute	Staff
	1.3 Signs the document.	None	1 working day	Vice President Office of the Vice President for Administration
	1.4 Forwards document to concerned office/s and receiving office sign the logbook.	None	1 hour	Staff Office of the Vice President for Administration
Total			1 Working Day, 1 Hour & 6 Minutes	

* For strict compliance with the Data Privacy Act, only the CCSS Reports of the requestor's office and its concerned personnel are allowed to be given.

BUSINESS AFFAIRS AND AUXILIARY SERVICES OFFICE

1.Processing of Request to Use the University Facilities

The service allows clients to request the use of different facilities of the University for various purposes

Office or Unit		Business Affairs & Auxiliary Services Office		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen G2G - Government to Government		
Who may avail		Student Organizations Recognized by the University Offices and Units of the University Government Agencies Non-Government Organizations		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Letter Approved by the University President (1 Original Copy)			The client will provide	
2. Endorsement from the University President (1 Duplicate Copy)			Office of the President	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible

1. Present the Request letter approved by the BASC President or Endorsement from the BASC President and request for the assessment for the rental if any	1.1 Receives and verifies the documents presented	None	2 minutes	Clerk Business Affairs and Auxiliary Services Office
	1.2 Checks the availability of the facility requested and prepares the Application Form and Assessment of Fees (if rental is applicable)	None	3 minutes	Clerk Business Affairs and Auxiliary Services Office
2. Proceed to the cashier for payment.	2. Receives and processes the payment.	Rental fees may vary	5 minutes	Staff Cashiering Unit
3. Submit the signed Application Form and present Official Receipt.	3.1 Receives the signed Application Form and Official Receipt.	None	1 minute	Clerk Business Affairs and Auxiliary Services Office
	3.2 Records the transaction in the LogBook	None	1 minute	Clerk Business Affairs and Auxiliary Services Office
	3.3 Issues a copy of the approved Application Form to the customer/ applicant	None	1 minute	Clerk Business Affairs and Auxiliary Services Office

	3.4 Forwards the filled-out Application Form		3 minutes	
Total (Rate of the Facilities Being Rented)			16 Minutes	

ACCOUNTING UNIT

1. Processing for Assessment of Fees for Other Payors

The service allows clients/ other payors to avail assessment of their payment for various transactions.

Office or Unit		Accounting Unit		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity/ies		
Who may avail		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Seminar/Training Fees (Research) (1 Duplicate Copy)			The client will provide	
2. Sale of Bidding Documents/Others Pre-Assessment Slip/ Information (1 Duplicate Copy)			The client will provide	
3. Transfer of funds Disbursement Voucher (1 Duplicate Copy)			The client will provide	
4. Assessment of consultation fees (Research)			The client will provide	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Present the requirement needed for the particular transaction at the Accounting Unit.	1.1 Opens the BASC's System for Assessment: checks if there's already an account. Creates an account if the client is no account (as needed).	None	1 minute	Staff Accounting Unit
	1 1.2 Assesses particular fee/s.	None	2 minutes	Staff

2. Receive Assessment Slip	2. Prints and releases assessment slip	None	2 minutes	Accounting Unit
Total			5 Minutes	

2.Processing of Refund of Tuition and Other Fees, Overpayment, Breakage Deposit, and Other Credit Balance

The service allows students to request refunds for overpayment, breakage deposit, and other credit balances

Office or Unit		Accounting Unit		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen G2G – Government to Government G2B – Government to Business Entity/ies		
Who may avail		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
A. FOR REFUND OF TUITION AND OTHER FEES				
1. Official Receipt (1 Original Copy)			The client will provide	
2. Certificate of Registration (1 Original Copy)			The client will provide	
3. Accomplished Dropping Form (1 Original Copy)			The client will provide	
4. Official Receipt of Revision Fee (1 Original Copy)			The client will provide	
5. Client's Contact Details / Number			The client will provide	
B. FOR REFUND OF OVERPAYMENT AND OTHER CREDIT				
1. Official Receipt (1 Original Copy)			The client will provide	
2. Certificate of Registration (1 Original Copy)			The client will provide	
3. Document / Letter as Proof of Dissolved Subject/s (1 Duplicate Copy)			The client will provide	
5. Client's Contact Details / Number			The client will provide	
C. FOR REFUND OF BREAKAGE DEPOSIT				
1. Student ID (1 Original Copy)			The client will provide	
2. Client's Contact Details / Number			The client will provide	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
For Online Request: Send an e-mail at basc_52@basc.edu.ph regarding the request and attach complete requirements.	1.1.1 For Online Request: Receives the email/request, open Student Account in the BASC Enrolment System to check and verify account balance/payments if eligible for refund, and prints the	None	1 working day	Staff Accounting Unit

For Walk-in application: Present the complete requirements to the Accounting Office	complete requirements received from the client. 1.1.2 For Walk-in: Receives submitted requirements and opens Student Account in the BASC Enrolment System to check and verify account balance/ payments if eligible for refund.			
	1.2 Prepares Obligation Request Status and Disbursement Voucher/ Payroll and attaches complete requirements to be signed by the Accounting Unit Head.	None	3 working days	Staff
	1.3 Forwards the prepared documents to Budget and Management Unit.	None	1 working day	Accounting Unit
Total			6 Working Days	

* FOR ONLINE REQUEST, all requirements shall be in PDF or JPEG Format

* REFUND is applicable when dropping the entire course within the first month after enrolment. 1 st week – 80% Refund; 2 nd to 4th week – 50% Refund

3. Required supporting documents from SPMO before approval of the payment of liability to suppliers.

The Accounting Office is in charge of the processing of payments to suppliers for the purchase of goods and services.

Office or Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Suppliers, Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Disbursement Vouchers		Supply & Property Management Office		
2. Obligation Request (OR) for Charge to General Fund; Fund 164; IGP164; SBO/SO; Trust Fund/Budget Utilization Request (BUR)		Supply & Property Management Office		
3. Purchase Request		Supply & Property Management Office		
4. Purchase Order		Supply & Property Management Office		
5. Charge Invoice		Supply & Property Management Office		
6. Delivery Receipt		Supply & Property Management Office		
7. Inspection and Acceptance Report		Supply & Property Management Office		
8. Canvass Papers		Supply & Property Management Office		
9. Abstract of Quotation		Supply & Property Management Office		
10. Stock Position Sheet		Supply & Property Management Office		
11. Waste Material Report for replacement items		Supply & Property Management Office		
12. Acknowledgement Receipt for Equipment (ARE) for Equipment or Inventory Custodian Slip (ICS) for semi-expandable supplies.		Supply & Property Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Supply and Property Management Office submits above documents to Accounting for internal audit	Accounting checks completeness of documents and VAT Certificate. Record the received documents in the Incoming Logbook	None	10 minutes	Accounting Clerk
	Pre-audits all the supporting documents received		5 minutes	Accountant

	Prepares BIR forms 2307 and 2306 in three sets of copies		5 minutes	Accounting Clerk
	Fill up the Journal Entry Section of the Disbursements Vouchers		5 minutes	Accounting Clerk
	Reviews and signs the disbursements voucher		5 minutes	Accountant
	Assign the JEV Number and Disbursement Voucher and record to assigned logbook per fund cluster		5 minutes	Accounting Clerk
	Releases voucher to approving officer		5 minutes	Accounting Clerk
	Received approved Disbursement Vouchers for payment		5 minutes	Accounting Clerk
	Forward approved Disbursement Vouchers to Disbursing Office		5 minutes	Accounting Clerk
TOTAL:			50 minutes	

PROPERTY MANAGEMENT AND SUPPLY OFFICE

1. Supplies and Equipment

Office or Division:		Supply and Property Management Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may Avail:		Teaching and Non-Teaching Employees of the college		
CHECKLIST OF REQUIREMENTS			OFFICE PROVIDER	
1. Requisition and Issue Slip Form			Supply and Property Management Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Multicopy of Filled-up requisition and issue slip (RIS) secured with signature of the unit head/director and CAO	Provision of Appendix 63 Form Requisition and Issue Slip for localization of supplies and materials	Not Applicable	2 minutes	Supplies and Materials Management Division Administrative Officer II Mr. Leonardo L. Jogno Supply Office Staff
2. Issuance of Supplies and materials to end-users	Proper and accurate issuance of supplies and materials as to availability and request	Not Applicable	3 minutes	Supplies and Materials Management Division Administrative Officer II

3. Double check supplies and materials to be issued religiously written in the outgoing record book of the office	Proper documentation of all outgoing supplies and materials per RIS with date, complete name of requesting party, signature, and remarks (if there are balance supplies to be issued)	Not Applicable	5 minutes	Supplies and Materials Management Division Administrative Officer II Mr. Leonardo L. Jagno Supply Office Staff Records Management and Administrative Division Support Staff
TOTAL:			10 minutes	

CASHIERING UNIT

1.Payment/Collection of School Fees and Other Requirements Payment/Collection of School Fees like Tuition Fee, Miscellaneous Fees and Request for Documents

Office or Unit		Cashiering Unit		
Classification		Simple		
Type of Transaction		G2C – Government to Citizen		
Who may avail		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Depends on the Assessment of Units Enrolled			Registrar's Office	
2. Depends on the Assessment			Registrar's Office	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Payment of Tuition, Misc. and other School Fees	1. Receives payment and issue official receipts	None	2 minutes/ receipt	Staff Cashiering Unit
2. Payment for transcript of records, Certification, Authentication Commercial jobs, Rental of School Facilities/Equipment (IGP)	2. Received payment and Issue Official Receipts	None	2 minutes/ receipt	Staff

3. Secures signature of student Clearance	Verified ORF/Official Receipts	None	5 minutes	Cashiering Unit
Total			8 Minutes	

OFFICE OF HUMAN RESOURCE DEVELOPMENT AND MANAGEMENT

1. Issuance of service records, certificate of employment, no pending administrative case, no leave of absence without pay and last day of service

Office or Division:	Human Resource Management Office	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may Avail:	Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Request Form		HRMO

CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Request Form	1. Receive Request	Php15	2 minutes	HRMO Staff
	Prepare the certification/ Service Record		1day / 2 days	HRMO Staff
	Review the contents of the Certification and endorse it to HRMO Director for signature		2 minutes	HRMO Staff
	Sign the Certification		2 minutes	HRMO Director
	Inform the client of the availability of the certificate/service record		1 minute	HRMO Staff
	Release the certificate and ask the clients to affix their signature on the logbook		1 minute	HRMO Staff
2. Receive request and sign on the logbook				
TOTAL:			3 days 8 minutes	

2. Application for Sick Leave and/or Vacation Leave

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Leave Application Form				
2. Medical Certificate in case of sick leave of more than five days				
3. Clearance for vacation leave in excess of 30 calendar days				
4. Travel authority in case vacation leave will be spent overseas				
5. Clearance for travel abroad				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Leave Form (CSC Form No. 6)	Receive accomplished Leave Form (CSC Form No. 6) duly endorsed and signed by the recommending official or office/ department head	None	5 minutes	HRMO Staff
	Post, record, and update Leave Balances		15 minutes	In-Charge of Leave Card
	Forward Application for Leave Form to the concerned signatories for the approval of Leave		3 minutes	HRMO Staff
TOTAL:			23 inutes	

3.Application for Monetization of Leave Credits

Office or Division:	Human Resource Management Office	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may Avail:	Employees	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Leave Application Form (CSC Form No. 6)		HRMO
2. Approved Request for Monetization		

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare letter of request for monetization	Receive Approved Letter	None	2 minutes	HRMO Staff
2. Fill-out Leave Form (CSC Form No. 6)	Receive accomplished leave form (CSC Form No. 6)		3 minutes	HRMO Staff
	Forward Leave Form to the concerned signatories for signature		3 minutes	HRMO Staff
	Secure approval of the College President		1 day	College President
	Log approved Leave Form		2 minutes	In-Charge of Leave Card
TOTAL:			1 day & 10 minutes	

4. Processing of Application Letter

Provision of Recruitment Services and Implementation of Recruitment, Selection, and Placement System

Office or Division:	Human Resource Management Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	All
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	

1. Application Letter, Transcript of Record, Diploma, Certification of Trainings, Clearance from previous employee if any				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Letter of Applications and Diploma, Transcript of Record, Certificate of training and clearance	1. Check the qualifications and include in the roster applicants. Advise applicants and include folder per area.	None	10 minutes	HRMO Employees
2. Submit self for interview , exam and demo teaching as scheduled	2. Call/Write the applicants for interviews.	None	15 minutes	HRMO Employees
	Referral to Testing Unit (Guidance Office) for written examination		10 minutes	HRMO Employees
TOTAL:			35 minutes	

5. Processing of Appointment after Screening

Provision of Recruitment Services and Implementation of Recruitment, Selection, and Placement System

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. PDS, NBI Clearance, Clearance from previous employee, Medical Certificate, and other pertinent mandated requirements		Client		
2. PDS, Form 33 an All Supporting Documents		Client/ HRMO Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present PDS, NBI Clearance, Clearance from previous agency/ Medical Certificate and other pertinent mandated requirements	1. Check the veracity of documents	None	15 minutes	HRMO Employees
2. Submit all pertinent and mandated requirements as checked	2. Prepare Appointment papers for signature of HRMO, HRSPB Chairperson, and Forward to the Office of the President for signature and Oath Taking Submit to CSC for Approval	None	30 minutes 30 minutes	HRMO Employees
TOTAL:			1 hour & 15 minutes	

OFFICE OF THE VICE PRESIDENT FOR ACADEMIC AFFAIRS

OFFICE OF THE ACADEMIC DEANS

1.Evaluation of Grades and Verification of Units

This refers to students' evaluation and verification of the units that they have finished in the course of their studies so that they will be updated of their status in school

Office or Unit		ACADEMIC DEAN'S OFFICE		
Classification		SIMPLE		
Type of Transaction		G2C - Government to Citizens		
Who may avail		Students		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Evaluation/ Verification form; Certificate of Registration (COR); School ID			Dean's Office	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Secure Evaluation / Verification Form	Provide Evaluation / Verification form	None	1 minute	Clerk
2. submit the accomplished form	Evaluate/ verify the accomplished form	None	5 minutes	Clerk
3. received the evaluated/ verified form	Release the accomplished evaluated / verified form	None	1 minute	Clerk

OFFICE OF THE REGISTRAR

1.Systems & Procedures of Enrolment

Provision of Systems and Procedures for students' enrolment and records management

Office or Division:	Registrar's Office
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	All
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	

FRESHMAN-Incoming 1st Year College

1. Grade 12 Form 138/HS Report Card (1st & 2nd Qtr. Grades)
2. 2x2 latest photo in white background with name tag
3. PSA Birth Certificate
4. PSA Marriage Contract (for female married applicant only)

TRANSFeree

1. HS Report Card (for Grade 12) or Transcript of Records (for College) from the last school attended
2. 2x2 latest photo in white background with name tag

3. PSA Birth Certificate
4. PSA Marriage Contract (for female married applicant only)

TRANSFeree

1. HS Report Card (for Grade 12) or Transcript of Records (for College) from the last school attended
2. 2x2 latest photo in white background with name tag
3. PSA Birth Certificate
4. PSA Marriage Contract (for female married applicant only)

2nd COURSER/CTPE

1. Transcript of Records from the last school attended
2. 2x2 latest photo in white background with name tag
3. PSA Birth Certificate
4. PSA Marriage Contract (for female married applicant only)

GRADUATE STUDENT-Masteral and Doctoral

1. Transcript of Records from the last school attended
2. 2x2 latest photo in white background with name tag
3. PSA Birth Certificate
4. PSA Marriage Contract (for female married applicant only)

RETURNING STUDENT

Admission is walk-in.

1st Year College/New Student

1. Passing the entrance test and interview (entrance test and interview result)
2. Original F138/HS Report Card
3. Original Certificate of Good Moral
4. Photocopy of PSA Birth Certificate
5. PSA Marriage Contract (for female married applicant only)
6. Original Police Clearance
7. Original Medical Certificate (physically, mentally and emotionally fit)
8. 2 copies 2x2 latest photo in white background with name tag
9. 1 long brown envelope

Transferee

1. Passing the entrance test and interview (entrance test and interview result)

<ol style="list-style-type: none"> 2. Original Transfer Credential/ Honorable Dismissal 3. Original Copy/Certificate of Grades 4. Original Certificate of Good Moral 5. Photocopy of PSA Birth Certificate 6. PSA Marriage Contract (for female married applicant only) 7. Original Police Clearance 8. Original Medical Certificate (physically, mentally and emotionally fit) 7. 2 copies 2x2 latest photo in white background with name tag 9. 1 long brown envelope <p><u>Old Student (enrolled during the previous semester/term)</u></p> <ol style="list-style-type: none"> 1. Fully accomplished clearance form for the last semester/term attended. <p><u>Old/Returning Student (not enrolled during the previous semester/term)</u></p> <ol style="list-style-type: none"> 1. Passing the entrance test and interview (stopped for 3 years or more) 	
<p>(entrance test and interview result)</p> <ol style="list-style-type: none"> 2. Re-admission slip form OSAS 3. Academic Program Evaluation 4. Fully accomplished clearance form for the last semester/term attended <p><u>2nd Courser (Student who want to pursue another course)</u></p> <ol style="list-style-type: none"> 1. Passing the entrance test and interview (entrance test and interview result) 2. Authenticated Official Transcript of Records from the former school 3. Original Certificate of Good Moral Character 4. Photocopy of PSA Birth Certificate 5. Photocopy of Marriage Contract (for married female applicant) 6. Original Police Clearance 7. Original Medical Certificate (physically, mentally and emotionally fit) 8. 2x2 latest photo in white background with name tag 9. 1 long brown envelope 	

<u>Shifter</u> 1. Academic Program Evaluation 2. Accomplished clearance form for the last semester/term attended	
<u>For OTR, TC/HD, Certification/CAV, Evaluation, 2nd Copy of Diploma and Form 137</u> 1. Fully accomplished clearance form	
<u>For Authentication</u> 1. Original copy of the document	
<u>For ID</u> 1. Official Receipt	
<u>For Office Documents</u> 1. Filled-up request for records/documents or letter of request with signature of concerned officials/students/clients and approval of the Data Privacy Officer. 2. For student-researcher, his/her letter of request must be signed by his/her Thesis Adviser and Dean and a notarized Non-Disclosure Warranty must also be submitted.	
<u>For Student Verification</u> 1. Letter of request 2. Authorization letter from the student	

OFFICE OF THE LIBRARIAN

1..Signing of Clearance Signing of Clearance to Ensure Accountability in Returning Books and Provision of Library Related Services

Office or Division:	Learning Resources Center
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	All
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	

1. Clearance and Borrower's Card		LRC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the borrower's Card and the Clearance	1. Evaluate if the client has no obligation to settle	None	5 minutes	Library-in-charge

2. Check the borrower's card	2. Sing the Clearance	None	3 minutes	Library-in-charge
3. Claim the clearance	2. Release the Clearance	None	1 minute	Library-in-charge
TOTAL:			9 minutes	

2.Visitor Permit of Outside Researcher

Provision of Library Services to External Researchers/ Clients

Office or Division:		Learning Resources Center		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may Avail:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Referral Letter			Client	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirements	1. Evaluate requirements of applicants	PHP25	3 minutes	Library-in-charge
2. Register the Applicant's name	2. Issue the visitor permit and file the referral letter	None	5 minutes	Library-in-charge
3. Present the permit to the library staff concerned	2. Assist the user	None		Library-in-charge
TOTAL:			8 minutes	

3.Renewal and Replacement of Borrower's Card

Provision of services to ensure renewal and replacement of Borrower's Card

Office or Division:		Learning Resources Center		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may Avail:		Students; Employees		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Old borrower's card, Letter of loss for replacement			LRC	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirements	1. Evaluate Requirements of Applicants	PHP25	3 minutes	Library-in-charge

2. Secure Order of Payment	2. Issue Order of Payment	None	1 minute	Library-in-charge
3. Pay to the Cashier's Office	3. Accept payment	None	3 minutes	Library-in-charge
4. Submit Official Receipt	4. Accept the Official Receipt	None	3 minutes	Library-in-charge
5. Register the Applicant's Name	5. Type the information on the borrower's card	None	5 minutes	Library-in-charge
6. Claim the borrower's card	6. Release the borrower's card	None	3 minutes	Library-in-charge
TOTAL:			16 minutes	

OFFICE OF STUDENT AFFAIRS AND SERVICES

1.Processing of Application for Student Assistantships

Provision of Services for the Processing of Application for Student Assistantships

Office or Division:		Office of the Student Affairs		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may Avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. None		N/A		
2. Application Form for Student Assistantship		OSA		
3. List of Student Assistant		OSA		
4. None		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish Application Form for Student Assistants	1. Issues an Application Form for Student Assistantship to student applicant	None	10 minutes	OSA Director OSA Staff
2. Undergo interview with Head of Office/Department where student is applying as Student Assistant	2. Receive recommendation form from Department/Office Head Determine if applicant meets all qualifications and signs on the application form	None	1 day 1 day	OSA Director OSA Staff
3. Await posting list of successful applicants	Prepares a list of successful applicants and submits it to the College President through VPAA for his approval	None	1 day	OSA Director OSA Staff
4. Wait for Office Order issued by the Office of the President	4. Prepares Office Order	None		President Staff
TOTAL:			3 days & 10 minutes	

2. Handling of Complaints Against Students

Provision of services and processes in handling complaints against students

Office or Division:	Office of the Student Affairs
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may Avail:	All
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	

1. Logbook		Office of the Student Affairs		
2. Incident Report Form		Office of the Student Affairs		
3. Notice of Dialogue/Hearing		Office of the Student Affairs		
4. Logbook		Office of the Student Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Orally report complaint to the Office of Student Affairs	1. Discusses complaint with complaint and gives Logbook to document complaint	None	1 hour	OSA Director OSA Staff
2. Accomplish and submit Incident Report Form	2. Receives accomplished Incident Report Form	None	1 hour	OSA Director OSA Staff
3. Confirm venue, date and time of fact finding dialogue/hearing to be conducted	3. Informs complaint on venue, date and time of dialogue/hearing	None	1 hour	Student Tribunal Committee
4. Attend conduct of dialogue/hearing	4. Conducts dialogue/hearing and works for resolution of the case	None	1 day	Student Tribunal Committee OSA Director
TOTAL:			1 day & 3 hours	

3. Issuance of Permit to Hold an Activity

Provision of services and processes in issuing permit to hold an activity

Office or Division:	Office of the Student Affairs			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Permit to hold an Activity of Letter of Request		OSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish Permit to hold an activity and attached letter of request, project/program proposal	1. Received accomplished form and reads entire entries therein	None	30 minutes	OSA Director OSA Staff
	Affixes signature on the form or letter		10 minutes	OSA Director
	Return signed form or letter to student		10 minutes	OSA Director OSA Staff

2. Get signed/ approved form and submit it to the Campus Director, Office of the VPAA and Office of the President	2. Receive signed letter of request by OSA	None		Campus Director VPAA Office of the President
3. Claimed signed letter of request	3. Signs on the letter request	None		Campus Director VPAA Office of the President
TOTAL:			50 minutes	

4. Application for Admission Test

Provision of Admission and Testing Services to Incoming Students

Office or Division:	Guidance and Psychological Testing Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Application Form		Guidance Office		
2. Official Receipt		Cashier's Office		
3. Test Permit		Guidance Office		
4. Test Permit		Guidance Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill-up application form for Admission	1. Issue application form, check entries of applicant's information	None	25 minutes /applicant	Guidance Staff
2. Pay the testing fee at the Cashier	2. Accept payment of testing fee	PHP200	5 minutes	Cashier
3. Submit requirements in 1 long brown envelope with the receipt to the Testing Officer at the Guidance Office	3. Prepare the test permit of the applicant	None	5 minutes	Guidance Staff
4. Get your test permit's from the Guidance Staff	4. Issue the test permit to the applicant and inform the things to bring to the testing room	None	5 minutes	Guidance Staff
TOTAL:			40 minutes	

5. Admission Test

Provision of Admission and Testing Services to Incoming Students

Office or Division:	Guidance and Psychological Testing Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Test Permit, Application Form, Official Receipt			Client	
2. None			N/A	
3. Answer sheet, Booklet			Guidance Office	
4. Admission Test Results			Guidance Office	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present test permit or application form with official receipt of payment to Guidance Staff/Proctor	1. Check test permit/application form with the official receipt.	None	2 minutes /applicant	Guidance Staff/Proctor
2. Take the Admission Test	2. Administer Admission Test as scheduled *MSC College Admission Test *SAED Admission Test *CTPE Admission Test	None	40 minutes	Guidance Staff/Proctor
3. Return test materials to the Proctor after the test	3. Retrieve test materials	None	5 minutes	Guidance Staff/Proctor
4. Get the schedule of release of test results	4. Release Test Results and inform schedule of enrolment and other enrolment requirements	None	5 minutes	Guidance Staff/Proctor
TOTAL:			52 minutes	

6. Issuance of Certification of Re-Admission

Provision of services and processes in issuing Certificate of Re-Admission

Office or Division:	Office of the Student Affairs			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			N/A	

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish & submit request form for certificate of Re-Admission	1. Receives and evaluates the request	None	10 minutes	OSA Director OSA Secretary
2. Proceed to cashier's	2. Accepts payment and issues official receipt (O.R.)	PHP50	10 minutes	Cashier's Office Staff
3. Present the official receipt to the OSA	3. Verifies records of students behaviour		5 minutes	OSA Director OSA Secretary
4. Secure the certification of Re-Admission	4. Issues certificate of Good Moral Character			OSA Director OSA Secretary
TOTAL:			25 minutes	

7.Issuance of Certification of Good Moral Character

Provision of services and processes in issuing Certification of Good Moral Character

Office or Division:	Office of the Student Affairs			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may Avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form		OSA		
2. Certificate of Re-Admission		OSA		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit request form for certificate of good moral character	1. Receive and evaluates the request	PHP20	10 minutes	Cahier's Office Staff
2. Proceed to cashier's office to pay for certificate	2. Accept payment and issues official receipt (O.R.)		10 minutes	OSA Director OSA Staff
3. Present the official receipt to the OSA	3. Verifies record of student behaviour		5 minutes	OSA Director OSA Staff
4. Secure the certification of good moral character	4. Issue certificate of Re-Admission		5 minutes	OSA Director OSA Staff
TOTAL:			30 minutes	

8. Medical Services

Provision of medical services to students and employees

Office or Division:		Health Services Unit		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may Avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. None		N/A		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For physical exam go to clinic. Present COR for old students, sign the physical log Book	1. Inspect the validity of COR or I.D.	None	1-2 minutes	Registered Nurse
2. Accomplish Medical Record Form (For new student)	2. Guide patient in accomplishing MRF Retrieve the MRF of the Student	None	2-5 minutes 1-2 minutes	Registered Nurse
3. Taking of vital signs, height, weight and medical history of patient	3. Conduct Accurate Measurement	None	5-10 minutes	Registered Nurse
4. Secure referral. Submit to physical examination	4. Refer student to the physician for Physical Examination Conduct Physical Examination	None	1 minute 10-15 minutes	Registered Nurse Physician
TOTAL:			35 minutes	

9.Dental Services

Provision of dental services to students and employees

Office or Division:		Health Services Unit		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may Avail:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. None			N/A	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For Dental check-up/extraction, go to the clinic and present COR. For old students, sign physical logbook	1. Inspect validity of COR or I.D.	None	1-2 minutes	Registered Nurse
2. Accomplish Dental Record Form (For new student) Retrieval of Dental Record (For old student)	2. Guide patient in accomplishing DRF	None	2-5 minutes	Registered Nurse
	Retrieve the DRF of the Student		1-2 minutes	
3. Taking of vital signs	3. Conduct Accurate Measurement	None	3-5 minutes	Registered Nurse
4. Secure referral submit for Dental Check-up/Extraction	4. Refer student to the physician for Dental Check-up/Extraction Conduct Dental Check-up/Extraction	None	1 minute	Registered Nurse
			15-45 minutes	Dentist
5. Medicine Acquisition	5. Releasing of Medicines and Health Teaching	None	1-3 minutes	Registered Nurse
TOTAL:			1 hour & 8 minutes	

**OFFICE OF THE VICE PRESIDENT FOR RESEARCH,
EXTENSION, PRODUCTION AND DEVELOPMENT**

OFFICE OF THE VICE PRESIDENT FOR RESEARCH, EXTENSION, PRODUCTION AND DEVELOPMENT

1.Processing of Request for Research Output Incentives and Funding Request for Research Paper Presentation and Research Publication

The service can be availed by BASC faculty and non- teaching personnel whose research were published and cited in Scopus, ISI, Thompson Reuters and other refereed journals. Also, faculty and non-teaching personnel who have presented their research output in regional, national, and international conferences including awards from conferences are eligible for the grant of research output incentives.

The services also increases the research publication and presentation outputs of BASC, the university shoulders the registration fee of researchers that will present to international, national and regional conference/ fora as well as the publication fee of researches that will be published in Scopus, International Scientific Indexing (ISI), Thompson Reuters and other refereed journals.

Office or Unit	Office of the Vice President for Research, Extension, Production and Development
Classification	Complex
Type of Transaction	G2C – Government to Citizen G2G – Government to Government
Who may avail	BASC Faculty Researchers
CHECKLIST OF REQUIREMENTS	
WHERE TO SECURE	
I. Request for Research Output Incentives	
1. Accomplished Request for Incentive of Research Publication (Triplicate Copies)	REPD Office
2. Journal Article Including Cover Page (Triplicate Copies)	The client will provide
3. Copyright Page (Triplicate Copies)	The client will provide
4. Editorial Board and Table of Contents of the Journal (Triplicate Copies)	The client will provide
3. Invitation to the presentation (Triplicate Copies)	The client will provide
4. Program of the conference (Triplicate Copies)	The client will provide
5. Certificate of appearance (Triplicate Copies)	The client will provide
6. Certificate of recognition (Triplicate Copies)	The client will provide
7. If the paper has multiple BASC authors, Accomplished Authors' Consent Form (Triplicate Copies)	REPD Office
II. Funding Request for Research Paper Presentation and Research Publication	
A. FOR FUNDING OF RESEARCH PRESENTATION	
1. Accomplished Request for Funding of Paper Presentation (Triplicate Copies) REPD Office	The client will provide
2. Full Copy of the Paper(Triplicate Copies)	The client will provide
3. Invitation to the Presentation or Acceptance Letter (Triplicate Copies)	The client will provide
4. Approval Sheet of Thesis Dissertation (Only Applicable for Researches Emanating from Thesis or Dissertation) (Triplicate Copies)	The client will provide

B. FOR FUNDING OF RESEARCH PUBLICATION				
1. Accomplished Request for Funding of Paper Presentation (Triplicate Copies)			REPD Office	
2. Full Copy of the Paper (Triplicate Copies)			The client will provide	
3. Editorial Board of the Journal (Triplicate Copies)			The client will provide	
4. Table of Contents of the Journal Which Will Prove That the Research is Included in That Journal Issue (Triplicate Copies)			The client will provide	
5. Cover of the Publishing Journal (Triplicate Copies)			The client will provide	
Client Steps	Agency Action	Fees to be Paid	Processing Time	Person Responsible
1. Submit complete requirements, as stated in the Checklist of Requirements, to the REPD Office	1.1 Receives and checks the completeness of the submitted documents	None	10 minutes	Staff REPD Office
	1.2 Attaches Approval of Funding Form	None	10 minutes	Staff REPD Office
	1.3 For Research Output Incentives: Evaluates the request for incentive as to the correctness and reliability of the attached documents or evidence. Once the request passed the evaluation, it will be approved by REPD Office For Funding Request for Research Paper Presentation and Research Publication: Evaluates the research whether it is already presented in the University's In-House Review. Also, the Office of Research Director will check the correctness and verify the attached documents or evidence. Once the request passed the evaluation, it will be approved by the REPD Office	None	2 working days	Staff REPD Office
	1.4 Reviews the requested amount of incentive as to the availability of funds. Once fund is available, the accounting office will approve the request.	None	1 working day	VP Admin Office
	1.5 Reviews and evaluates the incentive by Vice President for Research Development and	None	3 working days	VP Admin VP REPD SUC President

	Extension and Vice President Administration for further approval and by the University President for final approval			
	1.6 Prepares the voucher for the incentive.	None	30 minutes	Staff Accounting Office
	1.7 Forwards the prepared voucher to the Budget Office for processing.	None	30 minutes	Staff REPD Office
2. Receive a Notification Slip on the approval/disapproval of the request (via email).	2. Sends Notification slip to the applicant/client indicating that his/her voucher is already at the Budget office	None	10 minutes	Staff Cashiering Unit
Total			6 Working Days, 1 Hour & 50 Minutes	

2.Availment of Extension Services

Provision of services and processes in requesting for Extension

Office or Division:		Extension Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who may Avail:		All		
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter Request/I.D.			Client	
2. Order of Payment			Extension Office	
3. O.R.			Cashier	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirements	1. Evaluate Requirements of Applicants		3 minutes	Letter Request/ID
2. Secure Order of Payment	2. Issue Order of Payment		5 minutes	Cashier of the IGP In-Charge
3. Pay to the Cashier's Office	Accepts payment of client's fee		5 minutes	Cashier
4. Submit Original Receipt of Payment	4. Stamp O.R. and records the O.R. number to the record book. Accomplish visitor's permit		5 minutes	Concerned Specialist
5. Claim/ Avail Services	5. Serve clients as to the services needed		As per required	Concerned Specialist Technical Person
TOTAL:			18 minutes	

FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	Answer the client Feedback Form and drop it at the designated drop box per offices. Client may also contact the Human Resource Management and Development Office thru email at hrmo@basc.edu.ph or thru phone at (044) 762-1427
How feedback is processed	Forms are collected and tabulated by the respective offices to obtain the general citizen's satisfaction rating and to know the areas of improvement. Report is forwarded to the Office of the Quality Assurance.
How to file a complaint	Answer the client Feedback Form on the Complaint Section and drop it at the designated drop box per offices. Complaints may also be filed at the Human Resource Management and Development Office, BASC Main Campus or sent thru email at hrmo@basc.edu.ph or thru phone at (044) 762-1427
Contact information of CCB, PCC ARTA	ARTA: complaints@arta.gov.ph :1-ARTA(2782) PCC: 8888 CCB: 0908-881-6565 (SMS)

