Bulacan Agricultural State College

2025 CITIZEN'S CHARTER

FIRST EDITION

Bulacan Agricultural State College

2025 Citizen's Charter
1st Edition

I. Mandate

The College shall primarily provide higher professional, technical and special instructions for special purposes and promote research and extension services and advanced studies in agriculture, arts and science programs and other allied courses. The College shall offer other graduate courses in the field of agriculture. It shall also offer short-term technical and vocational non-degree courses within its area of specialization, as the Board of Trustees may deem necessary to carry out its objectives and to meet the needs of the nation.

II. Vision

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

III. Mission

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

IV. 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.

LIST OF SERVICES

Office of the President (OP)

External Services

1. Action/Approval of Letters/Communications from Different/Colleges/ Institutes/Offices of the College

This procedure aims to ensure that complete staff work (CSW) is properly observed prior to the approval of the College President.

Office or Division:	Office of the President
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
Reference Number (electronically-generated)	Records and Archives Management Office – Public Information Desk

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the physical document to the Public Information Desk located at the entrance of the Administration Building, and secure a Reference Number for the document. If through email, scanned copy will be submitted.	1.1 Log the document and provide a Reference Number.	None	5 Minutes	*Public Information Staff* RAMO
	1.2 Review the document as to content and attachments.	None	5 Minutes	*Staff* Office of the President
	1.3 Comment on the document.	None	5 Minutes	*Staff* Office of the President
2. Receive the document or acknowledge properly the receipt of the copy if it is via email, and comply with all the needed attachments.	2.1 If found incomplete, return to the client, or send it back via email, and notify the client thru SMS or Messenger.	None	10 Minutes	*Staff* Office of the President
	2.2 If document is clear and complete, encode the details to the computer and	None	10 Minutes	*Staff* Office of the President

	tracking system for recording and easy tracking.			
	2.3 Forward the document to the President.	None	5 Minutes	*Staff* Office of the President
	2.4 Review/ comment on the document.	None	1 Day	*College President* Office of the President
	2.5 Once reviewed, encode the comments on the logbook for proper documentation.	None	2 Minutes	*Staff* Office of the President
	2.6 Once approved or if disapproved, scan the document and encode the comments on the logbook and tracking system for proper documentation.	None	3 Minutes	*Staff* Office of the President
3. Receive the document by indicating in the logbook his/her name, signature and date received, or acknowledge properly the receipt of the copy if it is via email.	3. Release to the end-user/origin/ Records Office and have them sign in the logbook, or provide them a copy and ask them to acknowledge once received if it is via email.	None	3 Minutes	*Staff* Office of the President
TOTAL		None	1 Day, 48 Minutes	

2. Action on Contracts and External Agreements

This process involves the review, evaluation, and approval of contracts and external agreements entered into by the College.

Office or Division:	Office off the President
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	
Draft MOA/proposal with appropriate/related attachments to support the document (1 original copy)			The client will provide	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the physical document or scanned copy if through email, for review of the President.	1.1 Receive the document, along with attachments, if any.	None	5 Minutes	*Staff* Office of the President
	1.2 Review the documents as to content, attachments, and signature of the approving officials.	None	5 Minutes	*Staff* Office of the President
2. Receive the document or acknowledge properly the receipt of the copy if it is via email and comply with all the needed attachments/revisions based on legal comments.	2.1 If found incomplete, return to the end-user/origin.	None	5 Minutes	*Staff* Office of the President
	2.2 If document is clear and complete, encode the details to the computer for recording and easy tracking	None	5 Minutes	*Staff* Office of the President
	2.3 Forward the document to the President.	None	2 Minutes	*Staff* Office of the President

	2.4 Approval of the document.	None	1 Day	*College President* Office of the President
	2.5 Once approved/ disapproved, encode the comments on the logbook (if any) for proper documentation.	None	5 Minute	*Staff* Office of the President
3. Receive the document by indicating in the logbook the name, signature and date received, or acknowledge properly the receipt of the copy if it is via email.	3. Release to the end-user/origin and have them sign in the logbook or provide them a copy and ask them to acknowledge once received if it is via email.	None	5 Minutes	*Staff* Office of the President
TOTAL		None	1 Day, 32 Minutes	

3. Receiving and Releasing of Financial Documents

This procedure aims to ensure the effective recording of financial documents for easy tracking and fast retrieval.

Office or Division:	Office off the President			
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**		
Appropriate/related attachments to support the document (1 original copy of each document)		The client will provide		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Submit the document for approval.	1.1 Receive the document, along with attachments, if any.	None	2 Minutes	*Staff* Office of the President
	1.2 Review the document as to content and attachments.	None	5 Minutes	*Staff* Office of the President
2. Receive the document or acknowledge properly the receipt of the copy if it is via email, and comply with all the needed attachments/revisions based on legal comments.	2.1 If found incomplete, return to the client.	None	5 Minutes	*Staff* Office of the President
	2.2 If document is clear and complete, encode the details to the computer for recording and easy tracking	None	5 Minutes	*Staff* Office of the President
	2.3 Forward the document to the President.	None	3 Minutes	*Staff* Office of the President
	2.4 Review/ comment on the document.	None	1 Day	*College President* Office of the President
	2.5 Once reviewed, encode the comments on the logbook for proper documentation.	None	5 Minutes	*Staff* Office of the President
3. Receive the document by indicating in the logbook the name, signature and date received, or acknowledge properly the receipt of the copy it is via email.	3. Release to the end-user/origin and have them sign in the logbook or provide them a copy and ask them to acknowledge once received if it is via email.	None	5 Minutes	*Staff* Office of the President
TOTAL		None	1 Day, 30 Minutes	

4. Release of Documents Submitted for Approval

This procedure aims to provide guidelines on the releasing of documents submitted for approval from the Office of the College President.

Office or Division:	Office off the President			
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		
Reference Number (electronically-generated)		Records and Archives Management Office – Public Information Desk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a Reference Number (RN) from the Public Assistance Desk located at the entrance of the Administration Building, may it be hand-carried or thru online via the official email address of the Office of the College President: info@basc.edu.ph.	1. Provide RN to the client. 1.2 Check the Reference Number from the logbook on the computer and on the tracking system.	None None	3 Minutes 5 Minutes	*Public Information Staff* Records and Archives Management Office *Staff* Office of the President
2. Receive the document by indicating in the logbook the name, signature and date received, or acknowledge properly the receipt of the copy if it is via email.	2. Scan and release the document and have client sign on the logbook, or provide them a copy and ask them to acknowledge once received, if it is via email.	None	5 Minutes	*Staff* Office of the President
	TOTAL	None	13 Minutes	

Office of the President (OP)

Internal Services

1. Action/Approval of Letters/Communications from Different Colleges/Institutes/Offices of the College

This procedure aims to ensure that complete staff work (CSW) is properly observed prior to the approval of the College President.

Office or Division:	Office of the President			
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**		
Reference Number (electronically-generated)		Records and Archives Management Office – Public Information Desk		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the physical document to the Public Information Desk located at the entrance of the Administration Building, and secure a Reference Number for the document. If through email, scanned copy will be submitted.	1.1 Log the document and provide a Reference Number.	None	5 Minutes	*Public Information Staff* RAMO
	1.2 Review the document as to content and attachments.	None	5 Minutes	*Staff* Office of the President
	1.3 Comment on the document.	None	5 Minutes	*Staff* Office of the President
2. Receive the document or acknowledge properly the receipt of the copy if it is via email, and comply with all the needed attachments.	2.1 If found incomplete, return to the client, or send it back via email, and notify the client thru SMS or Messenger.	None	10 Minutes	*Staff* Office of the President
	2.2 If document is clear and complete, encode the details to the computer and	None	10 Minutes	*Staff* Office of the President

	tracking system for recording and easy tracking.			
	2.3 Forward the document to the President.	None	5 Minutes	*Staff* Office of the President
	2.4 Review/ comment on the document.	None	1 Day	*College President* Office of the President
	2.5 Once reviewed, encode the comments on the logbook for proper documentation.	None	2 Minutes	*Staff* Office of the President
	2.6 Once approved or if disapproved, scan the document and encode the comments on the logbook and tracking system for proper documentation.	None	3 Minutes	*Staff* Office of the President
3. Receive the document by indicating in the logbook his/her name, signature and date received, or acknowledge properly the receipt of the copy if it is via email.	3. Release to the end-user/origin/ Records Office and have them sign in the logbook, or provide them a copy and ask them to acknowledge once received if it is via email.	None	3 Minutes	*Staff* Office of the President
TOTAL		None	1 Day, 48 Minutes	

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2. Action on Contracts and External Agreements

This process involves the review, evaluation, and approval of contracts and external agreements entered into by the College.

Office or Division:	Office off the President			
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		
Draft MOA/proposal with appropriate/related attachments to support the document (1 original copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Submit the physical document or scanned copy if through email, for review of the President.	1.1 Receive the document, along with attachments, if any.	None	5 Minutes	*Staff* Office of the President
	1.2 Review the documents as to content, attachments, and signature of the approving officials.	None	5 Minutes	*Staff* Office of the President
2. Receive the document or acknowledge properly the receipt of the copy if it is via email and comply with all the needed attachments/revisions based on legal comments.	2.1 If found incomplete, return to the end-user/origin.	None	5 Minutes	*Staff* Office of the President
	2.2 If document is clear and complete, encode the details to the computer for recording and easy tracking	None	5 Minutes	*Staff* Office of the President
	2.3 Forward the document to the President.	None	2 Minutes	*Staff* Office of the President

	2.4 Approval of the document.	None	1 Day	*College President* Office of the President
	2.5 Once approved/ disapproved, encode the comments on the logbook (if any) for proper documentation.	None	5 Minute	*Staff* Office of the President
3. Receive the document by indicating in the logbook the name, signature and date received, or acknowledge properly the receipt of the copy if it is via email.	3. Release to the end-user/origin and have them sign in the logbook or provide them a copy and ask them to acknowledge once received if it is via email.	None	5 Minutes	*Staff* Office of the President
TOTAL		None	1 Day, 32 Minutes	

3. Receiving and Releasing of Financial Documents

This procedure aims to ensure the effective recording of financial documents for easy tracking and fast retrieval.

Office or Division:	Office off the President			
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**		
Appropriate/related attachments to support the document (1 original copy of each document)		The client will provide		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Submit the document for approval.	1.1 Receive the document, along with attachments, if any.	None	2 Minutes	*Staff* Office of the President
	1.2 Review the document as to content and attachments.	None	5 Minutes	*Staff* Office of the President
2. Receive the document or acknowledge properly the receipt of the copy if it is via email, and comply with all the needed attachments/revisions based on legal comments.	2.1 If found incomplete, return to the client.	None	5 Minutes	*Staff* Office of the President
	2.2 If document is clear and complete, encode the details to the computer for recording and easy tracking	None	5 Minutes	*Staff* Office of the President
	2.3 Forward the document to the President.	None	3 Minutes	*Staff* Office of the President
	2.4 Review/ comment on the document.	None	1 Day	*College President* Office of the President
	2.5 Once reviewed, encode the comments on the logbook for proper documentation.	None	5 Minutes	*Staff* Office of the President
3. Receive the document by indicating in the logbook the name, signature and date received, or acknowledge properly the receipt of the copy it is via email.	3. Release to the end-user/origin and have them sign in the logbook or provide them a copy and ask them to acknowledge once received if it is via email.	None	5 Minutes	*Staff* Office of the President
TOTAL		None	1 Day, 30 Minutes	

4. Release of Documents Submitted for Approval

This procedure aims to provide guidelines on the releasing of documents submitted for approval from the Office of the College President.

Office or Division:	Office off the President			
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		
Reference Number (electronically-generated)		Records and Archives Management Office – Public Information Desk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a Reference Number (RN) from the Public Assistance Desk located at the entrance of the Administration Building, may it be hand-carried or thru online via the official email address of the Office of the College President: info@basc.edu.ph.	1. Provide RN to the client. 1.2 Check the Reference Number from the logbook on the computer and on the tracking system.	None None	3 Minutes 5 Minutes	*Public Information Staff* Records and Archives Management Office *Staff* Office of the President
2. Receive the document by indicating in the logbook the name, signature and date received, or acknowledge properly the receipt of the copy if it is via email.	2. Scan and release the document and have client sign on the logbook, or provide them a copy and ask them to acknowledge once received, if it is via email.	None	5 Minutes	*Staff* Office of the President
	TOTAL	None	13 Minutes	

OFFICES/UNITS UNDER THE OFFICE OF THE PRESIDENT

Committee on Anti-Red Tape (CART)

Internal Services

1. Request for Assistance on Crafting/Revising Citizen's Charter

This service enables the colleges, offices, and units of the College to submit their Citizen's Charter(s) for review by the designated committee. Through this process, the College ensures that all Citizen's Charters align with government standards, promoting transparency, efficiency, and effective service delivery.

Office or Division:	Committee on Anti-Red Tape			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Offices/Departments/Units, and Faculty and Staff of BASC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
A. For offices/units with existing Citizen's Charter				
Existing Citizen's Charter (1 printed copy)		The client will provide		
Accomplished Service Request Form (SRF) (1 original copy)		Committee on Anti-Red Tape		
B. For new offices/units without existing Citizen's Charter				
Accomplished Service Request Form (1 original copy)		Committee on Anti-Red Tape		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Service Request Form and submit to the Office of the Committee on Anti-Red Tape. For online, requests, accomplished SRF may be sent thru info@basc.edu.ph, or any official social media accounts of the College, such as Facebook Messenger, etc.) *If client's office has an existing Citizen's Charter, a copy of the same should be submitted along with the SRF.	1.1 For onsite request: Receive the accomplished SRF, and client's office's Citizen's Charter, as applicable. 1.2 For online requests received thru email or social media applications: Access the SRF, and the client's office's Citizen's Charter, as applicable 1.3 Review the submitted Citizen's Charter	None None None	5 Minutes 5 Minutes 3 hours	*Chair/ Member* Committee on Anti-Red Tape *Chair/ Member* Committee on Anti-Red Tape *Chair/ Member* Committee on Anti-Red Tape

2. Receive the schedule of the coaching/ mentoring session.	2.1 Set the schedule of the coaching/ mentoring session, and inform the client about it.	None	1 Hour	*Chair/ Member* Committee on Anti-Red Tape
	2.2 Prepare the presentation for the coaching/ mentoring session.	None	1 Day	*Chair/ Member* Committee on Anti-Red Tape
3. Attend the scheduled coaching/ mentoring session.	3. Conduct the coaching/ mentoring session.	None	4 Hours	*Chair/ Member* Committee on Anti-Red Tape
TOTAL		None	2 Days, 10 Minutes	

2. Request for Coaching or Mentoring on RA 11032-related Matters

This service, which may be requested via onsite and online means, allows clients to receive guidance, coaching, or mentoring on matters related to RA 11032, the Ease of Doing Business and Efficient Government Service Delivery Act of 2018.

Office or Division:	Committee on Anti-Red Tape			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Offices/Departments/Units, and Faculty and Staff of BASC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Service Request Form (SRF) (1 original copy)		Committee on Anti-Red Tape		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSI BLE
1. Accomplish the Service Request Form and submit to the Office of the Committee on Anti-Red Tape.	1.1 For onsite request: Receive the accomplished SRF.	None	5 Minutes	*Chair/ Member* Committee on Anti-Red Tape
	1.2 For online requests received thru email or	None	5 Minutes	*Chair/ Member*

				Committee on Anti-Red Tape
*If client's office has an existing Citizen's Charter, a copy of the same should be submitted along with the SRF.	social media applications: Access the SRF.

1.3 Review the accomplished SRF to determine the particular concern/s of the client on RA 11032. | None | 2 Hours | *Chair/ Member* Committee on Anti-Red Tape |
2. Receive the schedule of the coaching/ mentoring session.	2.1 Set the schedule of the coaching/ mentoring session, and inform the client about it.	None	1 Hour	*Chair/ Member* Committee on Anti-Red Tape
	2.2 Prepare the presentation for the coaching/ mentoring session.	None	1 Day	*Chair/ Member* Committee on Anti-Red Tape
3. Attend the scheduled coaching/ mentoring session.	3. Conduct the coaching/ mentoring session.	None	4 Hours	*Chair/ Member* Committee on Anti-Red Tape
TOTAL		None	1 Day, 7 Hours, 10 Minutes	

Office of the Board Secretary (OBS)

External Services

1. Request for Copy of Board/Administrative Resolutions or Other Documents related to the Administrative Council or Board of Trustees

This service allows officials, faculty and personnel from the various offices, departments and units of the College, as well as students and other stakeholders to secure Administrative / Board Resolutions and other related documents.

Office or Division:	Office of the College Board Secretary			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Entity/es			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
OBS Document Request Form (for internal)		The client will provide		
Endorsed Letters or Communications (for external) (1 Original Copy)		The client will provide		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit OBS Document Request Form for internal, or endorsed letters or communications from outside persons or agencies, to the Office of the Board Secretary located at the 3rd Floor of the OSAS Building.	1. Receive and reviews the request	None	5 minutes	*Board Secretary/ Staff* Office of the Board Secretary
2. Provide additional information about the board resolution request and/ or other related documents	2.1 Validate the request to the client. 2.2 Prepares the requested resolution/s and/or other related documents	None None	5 Minutes 30 Minutes	*Board Secretary /Staff* Office of the Board Secretary *Board Secretary/ Staff* Office of the Board Secretary

3. Receive the requested board resolution and/or other related documents	3. Releases the requested board resolution and or other related documents	None	5 Minutes	*Board Secretary/Staff* Office of the Board Secretary
	TOTAL	None	45 Minutes	

2. Request for Inclusion of Proposed Agendum to the Administrative Council Meeting

This service allows internal and external stakeholders to present their proposal, requests, or accomplishments to the Administrative Council.

Office or Division:	Office of the College Board Secretary			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Entity/es			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
List of agenda and supporting documents (1 Original Copy)		The client will provide		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the agenda and supporting documents to the Office of the College Board Secretary located at the 3rd Floor of OSAS Building.	1.1 Pre-assess the submitted agenda.	None	10 Minutes	*Board Secretary* Office of the Board Secretary
	1.2 Schedule the Administrative Council Meeting.	None	1 Hour	*Board Secretary* Office of the Board Secretary
	1.3 Discuss the agenda with the Administrative Council.	None	4 Hours	*Board Secretary* Office of the Board Secretary
	1.4 Acts on the Agenda.	None	30 Minutes	*Board Secretary*

	1.5 Prepare the Administrative Council Resolution, or other document related to the request.	None	1 Hour	Office of the Board Secretary *Board Secretary* Office of the Board Secretary
2. Receive the Administrative Council Resolution	2. Release and file the approved Administrative Council Resolution.	None	5 Minutes	*Board Secretary/ Staff* Office of the Board Secretary
TOTAL		None	6 Hours, 45 Minutes	

Office of the Board Secretary (OBS)

Internal Services

1. Request for Inclusion of Proposal or Agendum to the Board of Trustees Meeting

This service allows officials, faculty and personnel from the various offices, departments and units of the College to submit their proposals or requests to be included in the agenda and be acted upon during the Board of Trustees Meeting.

Office or Division:	Office of the College Board Secretary
Classification:	Complex
Type of Transaction:	G2G – Government to Government
Who may avail:	All College Faculty and Personnel, Offices, Departments and Units

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Complete Staff Work (CSW) Form or Agenda (1 Original Copy)	The client will provide

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit fully accomplished Complete Staff Work (CSW) or Agenda to the Office of the College Board Secretary located at the 3rd Floor of OSAS Building.	1.1 Pre-assess the submitted Complete Staff Work or Agenda.	None	15 Minutes	*Board Secretary* Office of the Board Secretary
	1.2 Schedule a pre-board meeting, Special or Regular Board Meeting with the participation of Board of Trustees	None	2 Days	*Board Secretary* Office of the Board Secretary
	1.3 Discuss the submitted agenda	None	1 Day	
	1.4 Act on the request or proposal.	None	1 Hour	*Board Secretary* Office of the Board Secretary

				Board Secretary Office of the Board Secretary
2. Receive a copy of the Board Resolution.	2. Release and file the approved agendas or board resolutions.	None	15 Minutes	*Board Secretary/Staff* Office of the Board Secretary
TOTAL		None	3 Days, 1 Hour, 30 Minutes	

Planning and Development Office (PDO)
External Services

1. Request for a Copy of Building Technical Documents (Plans, Estimates, Permits)

This service allows offices, units and colleges of the College to secure a copy of building technical documents (plans, estimates, permits.)

Office or Division:	Planning and Development Office (PDO)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Entity/ies			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
1. Letter of Request		The client will provide		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESS ING TIME**	**PERSON RESPONSI BLE**
1. Submits Letter of Request to the Planning and Development Office located at 3rd Floor of the OSAS Building.	1.1 Receive the Letter of Request, and endorse it to the Office of the Director. 1.2 Validate reason for the request. *If reason is valid (for report, reference, and other legal purposes) request will be granted. Otherwise, request will not be approved, and transaction ends.	None None	3 Minutes 1 Hour	*Support Staff* Planning and Development Office *Director* Planning and Development Office
2. Wait for the result of validation.	2. If approved, prepare the requested documents.	None	1 Hour	*Project Development Officer* Planning and Development Office
3. Claim the requested documents.	3. Release the requested documents.	None	5 Minutes	*Support Staff* Planning and Development Office
	TOTAL	None	2 Hours, 8 Minutes	

2. Request for Pre-Repair Inspection, Repair and Other Related Services

This service allows client to request for Pre-Repair Inspection, Repair, and Other Services regarding the College'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 Division:	Planning and Development Office (PDO)
Classification:	Minor Repairs – Simple Major Repairs – Highly Technical Job-Outs – Highly Technical
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Entity/ies
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Accomplished Request for Pre-Repair Inspection / Repair and Other Related Services	Planning and Development Office – Project Management Unit (PMU)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Request for Pre-Repair Inspection / Repair and Other Related Services to the PDO-Project Management Unit at the 3rd Floor of OSAS Building.	1.1 Receive and record the submitted document.	None	3 Minutes	*Support Staff* Planning and Development Office
	1.2 Forward the submitted documents to the Unit Head of PMU.	None	2 Minutes	*Support Staff* Planning and Development Office
	1.3 Assign Project Management Unit staff to conduct a pre-repair inspection to determine the repairs to be done.	None	15 Minutes	*Unit Head* Planning and Development Office -PMU

	1.4 Conduct pre-repair inspection to determine the damage and materials needed.	None	1 Hour	*Project Development Officer* PDO
2. Receive notification on results of evaluation of pre- repair request, if there are available materials or none, or if the repair is for Job Out.	2. Discuss the final evaluation of the request for pre-repair. * *If the materials are available*: Prepare all the materials needed. *For Job Out Related Work or No Available Material/s*: Forward the approved Request for funding thru Purchase Request, to the Procurement Office.	None	15 Minutes	*Unit Head* PDO-PMU
3. Check repairs being conducted.	3. Conduct the repair.	None	Minor Repair: 2 Hours Major Repair: 5 Days	*Utility Personnel* Planning and Development Office
4. Sign the Request Form for completion if the requested repair is completed.	4.1 Once the repair is completed, request the client to sign the Request Form for completion.	None	5 Minutes	*Project Development Officer* Planning and Development Office
	4.2 Record, encode and photocopy each of the accomplished project for	None	20 Minutes	*Support Staff* Planning and Development Office

	documentation purposes.			
	TOTAL	None	If there is available materials- Minor Repairs: 4 Hours If there is available materials- Major Repairs: 5 Days, 2 Hours	

Planning and Development Office (PDO)

Internal Services

1. Request for a Copy of Individual Performance Commitment Review (IPCR), Department Performance Commitment Review (DPCR) and Office Performance Commitment Review (OPCR)

This service allows faculty/personnel, and offices/departments/units of the College to secure a copy of their accomplished Individual Performance Commitment Review (IPCR), Department Performance Commitment Review (DPCR) and Office Performance Commitment Review (OPCR).

Office or Division:	Planning and Development Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All College Faculty and Personnel, Offices, Departments and Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Performance Rating Request Form (1 original copy)		Planning and Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and fill out Performance Rating Request Form at the Planning and Development Office located at the 3rd Floor of the OSAS Building.	1.1 Provide client with Performance Rating Request Form.	None	1 Minute	*Support Staff* Planning and Development Office
	1.2 Receive the accomplished Performance Rating Request Form, and endorse it to the Planning Officer.	None	5 Minutes	*Support Staff* Planning and Development Office
2. Wait for the requested IPCR/DPCR/OPCR.	2. Prepare the requested IPCR/ DPCR/OPCR.	None	10 Minutes	*Planning Officer* Planning and Development Office
3. Claim the IPCR/DPCR/OPCR, and sign the form as received.	3. Release the requested IPCR/DPCR/ OPCR.	None	1 Minute	*Support Staff* Planning and Development Office
	TOTAL	None	17 Minutes	

Quality Assurance and Accreditation Office (QAAO)

External Services

1. 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 Division:	Quality Assurance and Accreditation Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Walk In: Accomplished Requisition Slip (1original copy)		Quality Assurance and Accreditation Office		
For Online: Accomplished Electronic Requisition Slip		Quality Assurance and Accreditation Office Facebook Page		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
4. For walk in: Secure Requisition Slip to QAO Staff	1. For walk in: Receive and review the requisition slip and the purpose of request	None	1 Hour	*Staff* Quality Assurance Office
5. Wait for the release of the requested document.	2.1 Check files for the availability of the documents being requested.	None	1 Day	*Document Controller* Quality Assurance Office
	2.2 Prepare and reproduce the requested document once available.	None	4 Hours	*Document Controller* Quality Assurance Office
	2.3 Stamp the document with "UNCONTROLLED COPY" mark. The	None	2 Hours	*Document Controller* Quality Assurance and

	CDCO will countersign the uncontrolled document including the date of release.			Accreditation Office
3. Receive and review the completeness of the requested document and sign in the receiving log sheet.	3. Release the requested document to the client and log the released documents to the log sheet.	None	20 Minutes	*Staff* Quality Assurance and Accreditation Office
1. For Online: Fill out the electronic form via Google form available through the Quality Assurance and Accreditation Office official Facebook page.	1. Receive and review the requisition slip and the purpose of request through the QAAO FB Page.	None	1 Hour	*Staff* Quality Assurance and Accreditation Office
2. Receive a response regarding the requested document via email.	2. Respond to the request sent by the client thru email.	None	30 Minutes	*Staff* Quality Assurance and Accreditation Office
3. Wait for the release of the requested document.	3.1 Check files for the availability of the documents being requested.	None	1 Day	*Document Controller* Quality Assurance and Accreditation Office
	3.2 Prepare and reproduce the requested document once available.	None	4 Hours	*Document Controller* Quality Assurance and Accreditation Office
	3.3 Stamp the document with "UNCONTROLLED COPY" mark. The CDCO will countersign the uncontrolled document including the date of release.	None	2 Hours	*Document Controller* Quality Assurance Office

	3.4 Scan the requested documents.	None	2 Hours	*QA Staff* Quality Assurance Office
4. Receive another email containing the requested document.	4. Send the requested document to the client via email and ask for a response for proper acknowledgment.	None	20 Minutes	*Staff* Quality Assurance and Accreditation Office
5. Review the received document for correctness and completeness.	5. Log the forwarded requested document and indicate that it has been released and received online.	None	20 Minutes	*Staff* Quality Assurance and Accreditation Office
	TOTAL	None	**Walk-in**: 1 Day, 7 Hours, 20 Minutes **Online**: 1 Day, 10 Hours, 10 Minutes	

Quality Assurance and Accreditation Office (QAAO)

Internal Services

1. Request for QMS Documents Registration, Revision, and Abolition

The service allows units, offices, and college/institutes of the College 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 Division:	Quality Assurance and Accreditation Office			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Process Owners of the ISO Processes			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled-out Document Creation and Change Notice Form (2 original copies)		Quality Assurance and Accreditation Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the accomplished Document Creation and Change Notice (DCCN) Form to the Quality Assurance Office.	1.1 Receive the accomplished DCCN.	None	5 Minutes	*QA Staff* Quality Assurance and Accreditation Office
	1.2 Assign DCCN Series No. and update the DCCN Master list/ Document Change History.	None	5 Minutes	*Document Controller* Quality Assurance and Accreditation Office
	1.3 Send the appropriate controlled e-copy of the DI to the client/process owner via email.	None	5 Minutes	*Document Controller* Quality Assurance and Accreditation Office
2. Receive and revise the electronic copy of the DI for revision.	2. Wait for e-copy of the DI.	None	8 Days	*Document Controller* Quality Assurance

				and Accreditation Office
3. Submit the e-copy of the DI to the QMS-TWT for editing.	3. Receive the e-copy of the DI as the first draft for editing.	None	5 Minutes	*Document Controller* Quality Assurance and Accreditation Office
4. Receive the edited copy from the QMS-TWT.	4.1 Forward the edited version of the e-copy of the DI for checking.	None	5 Minutes	*Document Controller* Quality Assurance and Accreditation Office
	4.2 Check edited version of DI.	None	2 Days	*Document Controller* Quality Assurance and Accreditation Office
5. Review the revised and edited version for proofing.	5. Wait for client to send back the edited DI.	None	5 Days	*Document Controller* Quality Assurance and Accreditation Office
6. Submit the revised and edited version for review by the immediate head.	6.1 Receive the e-copy of the DI reviewed by the immediate head.	None	5 Minutes	*Document Controller* Quality Assurance and Accreditation Office
	6.2 Edit the reviewed e-copy of the DI if there are more corrections.	None	2 Hours	*Document Controller* Quality Assurance and Accreditation Office
	6.3 Forward the final draft copy to	None	5 Minutes	*Document Controller*

	the process owner for final proofing.				Quality Assurance and Accreditation Office
7. Forward the reviewed version to the QMS-TWT for final proofing.	7. Print and reproduce the final copy of the e-copy of DI for signature of the Process Owner, Immediate Head, and the College President for approval. The signature of the designated document controller per office shall also be affixed.	None	2 Days		*Document Controller* Quality Assurance and Accreditation Office
8. Receive and sign the DI by the process owner and designated office document controller before reproduction.	8. Release the duly signed DI and distribute it to the corresponding offices.	None	1 Day		*Document Controller* Quality Assurance and Accreditation Office
9. Receive the signed controlled copy and surrender the obsolete copy.	9. Collect the obsolete DI and log it in the Distribution and Retrieval Form.	None	1 Day		*Document Controller* Quality Assurance and Accreditation Office
	TOTAL		19 Days, 2 Hours, 35 Minutes		

Management Information Systems (MIS) Office

Internal Services

1. Request for Biometric Registration

The service allows the collection of client's facial biometrics which enables the registrants to record time and attendance through the BASC biometric system.

Office or Division:	Office of Management Information Systems			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	University Personnel/Campuses/Offices/College Departments/Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Verbal Request		The client will provide		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESS ING TIME**	**PERSON RESPONS IBLE**
1. Fill out the Biometric Registration Log at the MIS Office located 3rd Floor of OSAS Building.	1. Provides the Biometrics Registration Log to the client.	None	2 Minutes	*Support Staff* MIS Office
2. Return the filled-out log to the MIS Office.	2.1 Receive the Biometrics Registration Log to the client.	None	2 Minutes	*Support Staff* MIS Office
	2.2 Verify the client's information.	None	2 Minutes	*Support Staff* MIS Office
3. Proceed to biometric registration.	3.1 Capture the client's biometric data.	None	5 Minutes	*Support Staff* MIS Office
	3.2 Register the employee's biometric data into the system.	None	5 Minutes	*Support Staff* MIS Office

4. Verify the registration by testing if the biometric device can read the client's face/fingerprint.	4.1 Assist the client in testing the biometric system registration.	None	2 Minutes	*Support Staff* MIS Office
	4.2 Verify the registration and confirm if the biometric data is successfully stored.	None	2 Minutes	*Support Staff* MIS Office
TOTAL		None	20 Minutes	

2. Request for Creation, Posting and Updating of Website/Webpage

This service allows users to request the creation, posting, or updating of content on the official website or webpage of Bulacan Agricultural State College, ensuring accurate and up-to-date information.

Office or Division:	Office of Management Information Systems
Classification:	Simple – Posting and Updating of Website/Webpage Highly Technical - Creation of Website/Webpage
Type of Transaction:	G2G – Government to Government
Who may avail:	College Personnel/Campuses/Offices/Departments/Units

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Web Posting Form (1 original copy)		Office of Management Information Systems		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESS ING TIME**	**PERSON RESPONSIBL E**
1. Proceed to the MIS Office located at the 3rd Floor of OSAS Building, and obtain and fill out the Web Posting Form.	1. Provide the Web Posting Form.	None	2 Minutes	*Support Staff* MIS Office
2. Submit the completed Web Posting Form to the MIS office.	2.1 Receive the request along with the article or layout for posting, creation, or update.	None	5 Minutes	*Web Administrator* MIS Office

	2.2 Provide an estimated timeline for completion.	None	5 Minutes	*Web Administrator* MIS Office
3. Wait for the processing and verification of the request.	3. Review the submitted content for accuracy and compliance.	None	10 Minutes	*Web Administrator* MIS Office
4. Coordinate with the MIS Office for any clarifications, if necessary.	4.1 If needed, request clarifications or additional details from the requester.	None	5 Minutes	*Web Administrator* MIS Office
	4.2 Contact the requester for missing or unclear information.	None	15 Minutes	*Web Administrator* MIS Office
5. Wait for the creation, posting, or updating of the webpage	5.1 For posting: Draft and format the content for posting. For creation and updating: Develop or modify the webpage if required.	None	For posting: 1 Hour For updating: 2 Days For creation: 10 Days	*Web Administrator* MIS Office
	5.2 Perform technical reviews to ensure functionality and compatibility.	None	10 Minutes	*Web Administrator* MIS Office
6. Receive confirmation once the content is posted, created, or updated.	6. Publish or update the requested content on the website/webpage.	None	5 Minutes	*Web Administrator* MIS Office
7. Verify the posted or updated content.	7.1 Notify the requester upon completion of the request.	None	3 Minutes	*Web Administrator* MIS Office
	7.2 Provide a link or proof of posting for verification.	None	2 Minutes	*Web Administrator* MIS Office

	TOTAL	None	For posting: 2 Hours, 2 Minutes For updating: 2 Days, 2 Hours, 2 Minutes For creation: 10 Days, 2 Hours, 2 Minutes	

3. Request for IT- related 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 Division:	Office of Management Information Systems				
Classification:	Complex				
Type of Transaction:	G2G – Government to Government				
Who may avail:	University Personnel/Campuses/Offices/College Departments/Units				
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**			
1. Letter of Request		The client will provide			
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONS IBLE**	
1. Submit a physical letter of request to the MIS Office.	1.1 Receive and log the request.	None	2 Minutes	*Information System Analyst* MIS Office	
	1.2 Acknowledge receipt and inform the client about the process.	None	5 Minutes	*Information System Analyst* MIS Office	
2. Wait for verification.	2.1 Assess and verify the reported issue.	None	20 Minutes	*Information System Analyst* MIS Office	
	2.2 Determine if the issue is a bug in the system.	None	30 Minutes	*Information System Analyst*	

				MIS Office
	2.3 If fixable by MIS: Proceed with troubleshooting and resolution.	None	3 Days (Minor Repair) 5 days (Major Repair)	*Information System Analyst* MIS Office
	2.4 If the system is outsourced and cannot be fixed internally: - Log the issue in the outsourced developer's ticketing system. - Monitor the developer's progress.	None	*Based on Developer's response time	*Information System Analyst* MIS Office Or Outsourced Developer
3. Wait for resolution and notification.	3.1 Finalize and test the solution.	None	10 Minutes	*Information System Analyst* MIS Office
	3.2 Notify the client that the issue has been resolved.	None	3 Minutes	*Information System Analyst* MIS Office
4. Acknowledge the resolution.	4. Wait for client confirmation and close the request.	None	10 Minutes	*Information System Analyst* MIS Office
TOTAL		None	Minor Repair: 3 Days, 1 Hour, 20 Minutes Major Repair: 5 Days, 1 Hour, 20 Minutes	

4. Request for Printing of Employee ID

The service allows BASC employees to request the printing of their official employee ID. The ID serves as an official proof of employment and is essential for accessing various campus services and facilities.

Office or Division:	Office of Management Information Systems			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	University Personnel/Campuses/Offices/College Departments/Units			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Personal Appearance (Monday to Friday from 8:00 AM to 5:00 PM, except non-working holidays)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the employee ID Log at the MIS Office.	1. Provide the employee ID Log to the client.	None	2 Minutes	*Support Staff* MIS Office
2. Give the filled-out log to the MIS office	2.1 Receive the employee ID Log to the client.	None	1 Minute	*Support Staff* MIS Office
	2.2 Verify the client's information, and advise client to pay ID fee to the Cashiering Unit.	None	1 Minute	*Support Staff* MIS Office
3. Proceed to the Cashiering Unit and pay the fee (if the ID is for reprint and no update in info).	3. Issue an official receipt for the payment.	PHP100.00	5 Minutes (10 Minutes transition from MIS Office to Cashiering Unit)	*Staff* Cashiering Unit
4. Return to the MIS office and present the receipt.	4. Verify the payment and proceed with the request.	None	1 Minute	*Support Staff* MIS Office
5. Have a photo taken.	5. Take the client's photo.	None	3 Minutes	*Support Staff* MIS Office
6. Wait for the ID to be processed.	6.1 Edit and format the ID.	None	10 Minutes	*Support Staff*

				MIS Office
	6.2 Print the ID.	None	4 Minutes	*Support Staff*
	6.3 Laminate the ID.	None	11 Minutes	MIS Office *Support Staff*
7. Receive the printed and laminated ID.	7. Issue the ID to the client.	None	1 Minute	MIS Office *Support Staff* MIS Office
	TOTAL	PHP100.00	39 Minutes	

**Request for Printing of Employee ID* qualified for a multi-stage process.

5. Request for Repair of ICT Equipment

This service offers troubleshooting and repair for ICT equipment, as well as the installation of necessary software for offices and employees of BASC.

Office or Division:	Office of Management Information Systems			
Classification:	Simple – Minor Repairs Complex – Major Repairs			
Type of Transaction:	G2G – Government to Government			
Who may avail:	College Personnel/Campuses/Offices/ Departments/Units			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Accomplished Repair and Service Request Form (1 Original)		Office of Management Information Systems		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to the MIS Office located at the 3rd Floor of OSAS Building, and obtain and fill out the Repair and Service Request Form.	1. Provide the Repair and Service Request Form.	None	2 Minutes	*Hardware Specialist,* MIS Office
2. Submit the completed Repair and Service Request Form to the MIS office.	2.1 Receive the request and the equipment for repair. *If the equipment cannot be transported, the	None	2 Minutes	Hardware Specialist, MIS Office

	staff will go to the concerned office.			Director MIS Office
	2.2 Assign personnel to conduct the repair.	None	10 Minutes	*Hardware Specialist*, MIS Office
	2.3 Conduct a pre-repair inspection of the ICT equipment.	None	1 Hour	
	2.4 Notify the requester of the result of the pre-repair inspection.	None	5 Minutes	*Hardware Specialist*, MIS Office
3. Receive the notification or email regarding the result of the pre-repair inspection.	2.1 Schedule the repair.	None	10 Minutes	*Hardware Specialist*, MIS Office
	2.2 Notify the requester.	None	5 Minutes	*Hardware Specialist*, MIS Office
4. Receive the repair schedule. *Repair that needs procurement of materials and/or services are endorsed to SPMO for appropriate action.	3. Conduct the repair of the equipment.	None	For minor repairs: 1 Day For major repairs: 5 Days	*Hardware Specialist*, MIS Office
5. Sign the Repair Completion Form.	4. Receive the sign completion and fill up the Repair and Service Request Log sheet.	None	10 Minutes	*Hardware Specialist*, MIS Office
	TOTAL	None	*For Minor Repairs*: 1 Day, 1 Hour, 44 Minutes *For Major Repairs*: 5 Days, 1 Hour, 44 Minutes	

Public Affairs and Information Office (PAIO)

External Services

1. Request for QR Code for Certificates

This service allows offices, and units to request the generation of QR codes for certificates issued to students, faculty, staff, or external stakeholders. The QR code enhances document security, authenticity, and verification by providing a digital means to confirm the legitimacy of the certificate.

Office or Division:	Public Affairs and Information Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	All Officials, Faculty, Staff from Different Colleges/Departments/Units of the College; All Recognized Student Organizations			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Service Request Form (SRF) (1 original copy)		Public Affairs and Information Office		
Duly Signed List of Recipients of Certificates (1 original copy)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Service Request Form (SRF) from the Public Affairs and Information Office located at the 3rd Floor of the OSAS Building, and fill it out.	1. Provide SRF to the client.	None	5 Minutes	*Staff* Public Affairs and Information Office
2. Submit accomplished SRP to PAIO, along with the duly signed list of recipients of certificates.	2. Receive accomplished SRF, and verify signature on the list of certificate recipients.	None	5 Minutes	*Staff/Director* Public Affairs and Information Office
3. Wait for the digital QR code that will be sent electronically.	3. Generate the QR code.	None	15 Minutes	*Director* Public Affairs and Information Office

4. Receive the electronically sent QR code.	4. Send the QR code to the client via email or Messenger.	None	5 Minutes	*Staff/Director* Public Affairs and Information Office
	TOTAL	None	30 Minutes	

Public Affairs and Information Office (PAIO)

Internal Services

1. Request for Publication and Web Posting

This service allows all College officials, faculty, and personnel to post official announcements, news articles, and other relevant information through the BASC website and official publication platforms. It ensures timely and accurate communication to students, faculty, staff, alumni, and external stakeholders, promoting transparency, engagement, and awareness of institutional activities and services.

Office or Division:	Public Affairs and Information Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All College Officials, Faculty and Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished and approved Publication and Web Posting Form One (1 original copy)	Public Affairs and Information Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
and accomplish the and Publication Slip Posting Form from ic Affairs and ion Office located at loor of the OSAS	1.1 Receive and verify the accuracy of the accomplished Posting and Publication Slip and Web Posting Form.	None	8 Minutes	*Support Staff* Public Affairs and Information Office
	1.2 Advise the client to secure signature of the President for approval.	None	2 Minutes (5 Minutes transition from PAIO to the OP)	*Support Staff* Public Affairs and Information Office
2. Proceed to the Office of the President for the signature/approval of Posting and Publication Slip	2. Sign the accomplished form for approval.	None	3 Hours	*President/ OIC-OP* Office of the President
3. Return the approved Posting and Publication Slip	3. Receive the approved Posting and Publication	None	10 Minutes	*Support Staff* Public Affairs and

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				Information Office
to the PAIO, along with the soft copy of the posting materials, and secure approval of the Web Posting Form.	Slip, along with the soft copy of the posting materials, then sign and approve the Web Posting Form.			
4. Endorse the Web Posting Form, along with the soft copy of the posting materials to the MIS/IT Specialist for posting.	4. Receive the signed Web Posting Form, along with the soft copy of the posting materials	None	10 Minutes	*IT Specialist* MIS Office
5. See posted news, information and advertisement in the website.	5. Posted news, information and advertisement to the website	None	1 Hour	*IT Specialist* MIS Office
TOTAL		None	4 Hours, 30 Minutes	

*Request for Publication and Web Posting qualified for multi-stage process.

2. Request for QR Code for Certificates

This service allows offices, and units to request the generation of QR codes for certificates issued to students, faculty, staff, or external stakeholders. The QR code enhances document security, authenticity, and verification by providing a digital means to confirm the legitimacy of the certificate.

Office or Division:	Public Affairs and Information Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen
Who may avail:	All Officials, Faculty, Staff from Different Colleges/Departments/Units of the College; All Recognized Student Organizations
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Accomplished Service Request Form (SRF) (1 original copy)	Public Affairs and Information Office
Duly Signed List of Recipients of Certificates (1 original copy)	The client will provide

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Service Request Form (SRF) from the Public Affairs and Information Office located at the 3rd Floor of the OSAS Building, and fill it out.	1. Provide SRF to the client.	None	5 Minutes	*Staff* Public Affairs and Information Office
2. Submit accomplished SRP to PAIO, along with the duly signed list of recipients of certificates.	2. Receive accomplished SRF, and verify signature on the list of certificate recipients.	None	5 Minutes	*Staff/Director* Public Affairs and Information Office
3. Wait for the digital QR code that will be sent electronically.	3. Generate the QR code.	None	15 Minutes	*Director* Public Affairs and Information Office
4. Receive the electronically sent QR code.	4. Send the QR code to the client via email or Messenger.	None	5 Minutes	*Staff/Director* Public Affairs and Information Office
	TOTAL	None	30 Minutes	

Gender and Development (GAD) Office
External Services

1. Request for GAD Capacity-building Activities

This service facilitates requests for Gender and Development (GAD) capacity-building activities by providing GAD Resource Speakers/Trainers to conduct sessions on various GAD-related topics.

Office or Division:	Gender and Development (GAD) Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	Agricultural Extension Workers (AEWs) and related support staff, Farmers and farmer organizations, Government Agencies (GAs), Livestock raisers and agricultural entrepreneurs, Non-Governmental Organizations (NGOs), Out-of-School Youth (OSYs), Research and Information Centers (RICs), Researchers and Academic Institutions, Students and employees and other groups and individuals dedicated to promoting gender equality and development.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Formal Letter of Request for GAD Capacity-building Activities Addressed to the GAD Office Head (1 original copy) *To promote equal opportunity, please refrain from naming a specific faculty expert in your request letter. This will ensure that all equally qualified faculty within the University have a fair chance to fulfill the service request.	The client will provide

Concept Paper (1 copy) outlining the proposed activity including:
    a. Topic/Title of the Capacity-building Activity
    b. Rationale and Objectives
    c. Target Participants
    d. Preferred Date and Time
    e. Expected Number of Participants
    f. Venue (if applicable)
	The client will provide

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the GAD Office at the 2nd Floor of Administration Building, and submit	1. Receive and review the submitted documents based on alignment with	None	15 Minutes	*Support Staff* Gender and Development Office

the formal letter of request and the Concept Paper. *To promote equal opportunities, please refrain from naming a specific faculty expert in your letter. This will ensure that all equally qualified faculty in the College have a fair chance to fulfill the service request.	GAD mandates, available resources, and speaker/trainer availability.			
2. Wait for updates from GAD Office as to status of request.	2. Coordinate with available GAD Resource Speakers/Trainers to confirm their availability and suitability for the requested topic.	None	1 Day	*Director/ Resource Speakers/ Trainers* GAD Office
3. Receive the notification regarding the action on the request.	3.1 Inform the party requested of the status of their request and next steps. 3.2 If approved, finalizes the schedule, confirms speaker/trainer, and provides necessary logistical support.	None None	15 Minutes 15 Minutes	*Support Staff* GAD Office *Support Staff* GAD Office
TOTAL		None	1 Day, 45 Minutes	

Alumni Relations and Affairs Office (ARAO)
External Services

1. Request for Issuance/Renewal of Alumni ID Card

The service allows graduates of BASC to request the processing and printing of alumni Identification Cards (IDs).

Office or Division:	Alumni Relations and Affairs Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All BASC Alumni			

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request for Alumni ID Form BASC-AOO-SF-04 (1 original copy)		Alumni Relations and Affairs Office		
Accomplished Alumni Update Form (QRDI-COP-ALUM01-00) (1 original copy)				

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Alumni Relations and Affairs Office located at the BASC Bahay ng Alumnay, and sign in to the ARAO logbook.	1. Provide the Alumni Update Form: QRDI-COP-ALUM01-001 or the QR Code.	None	5 Minutes	*BASCAA/ ARAO Support Staff* ARAO
2. Fill out the Alumni Update Form through the QRDI-COP-ALUM01-00 or QR Code.	2.Verify the client's name in the alumni database.	None	5 Minutes	*BASCAA/ ARAO Support Staff* ARAO
3. Pay PHP 300 for the Alumni Membership Fee and Printing of ID.	3. Issue Official Receipt/Invoice.	PHP300.00	3 Minutes	*BASCAA/ ARAO Support Staff* ARAO
4. Take an ID picture and signature.	4.1 Input the alumni's picture, information, and signature in the ID system.	None	10 Minutes	*BASCAA/ ARAO Support Staff* ARAO

	4.2 Print the Alumni ID.	None	5 Minutes	*BASCAA/ ARAO Support Staff* ARAO
5. Sign the log sheet of the ID release	5. Issue the Alumni ID	None	2 Minutes	*BASCAA/ ARAO Support Staff* ARAO
TOTAL		PHP300.00	30 Minutes	

2. Request for Information of BASC Alumni

This service allows authorized clients/requesters to access information about graduates of Bulacan Agricultural State College.

Office or Division:	Alumni Relations and Affairs Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	Alumni Officers, Researchers, Employers, and Authorized Representatives			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
The authorization Letter indicates the purpose of the request.		The letters will be provided the client.		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSIN G TIME**	**PERSON RESPONS IBLE**
1. Submit the request letter	1. Receive the letter and log into the Incoming Document log sheet.	None	5 Minutes	*Support Staff ARAO*
2. Await decision on the request.	2. Evaluate and approve/disapprove the request. *If approved, process will continue. If disapproved, notify	None	30 Minutes	*Director* ARAO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	client and process is discontinued.			
3. Receive update as to whether the request is approved or not.	3.1 Search the Alumni Database for the requested information.	None	10 Minutes	*Support Staff* ARAO
	3.2 Consolidate and print the requested information	None	10 Minutes	*Support Staff* ARAO
4. Sign in the Outgoing document log sheet.	5. Release the printout of the requested information.	None	5 Minutes	*Support Staff* ARAO
TOTAL		None	1 Hour	

3. Request for the use of Alumni Office Facilities

This service allows alumni, students, and College personnel to request the use of the Alumni Office facilities for official meetings, events, or related activities.

Office or Division:	Alumni Relations and Affairs Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	BASC Alumni; BASC Faculty and Personnel; Other National Government Agencies (NGA's)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Duly Signed Request Letter		The client will provide		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit a request letter to the Office President for approval.	1.1 Receive the request letter for comment and approval from the President.	None	5 Minutes	*Staff* Office of the President
	1.2 Decide on the request.	None	2 Hours	*College President*

			*May depend on availability of the President.	Office of the President
	1.3 Forward the letter with the President's remarks to ARAO.	None	10 Minutes	*Staff* Office of the President
2. Await the approval by the ARAO.	2.1 Check the availability of requested facilities.	None	10 Minutes	*Support Staff* ARAO
	2.2. Write a remark of approval.	None	5 Minutes	*Director* ARAO
3. Receive update regarding approval of the request.	3. Notify the client regarding the approval of the request.	None	5 Minutes	*Support Staff* ARAO
4. Issue copy of the letter with remark/sign of approval.	4. Log the details of the use of facilities in the log sheet.	None	5 Minutes	*Support Staff* ARAO
	TOTAL	None	2 Hours, 40 Minutes	

Alumni Relations and Affairs Office (ARAO)

Internal Services

1. Request for the use of Alumni Office Facilities

This service allows alumni, students, and College personnel to request the use of the Alumni Office facilities for official meetings, events, or related activities.

Office or Division:	Alumni Relations and Affairs Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen
Who may avail:	BASC Alumni; BASC Faculty and Personnel; Other National Government Agencies (NGA's)

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Signed Request Letter		The client will provide		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter to the Office President for approval.	1.1 Receive the request letter for comment and approval from the President.	None	5 Minutes	*Staff* Office of the President
	1.2 Decide on the request.	None	2 Hours *May depend on availability of the President.	*College President* Office of the President
	1.3 Forward the letter with the President's remarks to ARAO.	None	10 Minutes	*Staff* Office of the President
2. Await the approval by the ARAO.	2.1 Check the availability of requested facilities.	None	10 Minutes	*Support Staff* ARAO
	2.2. Write a remark of approval.	None	5 Minutes	*Director* ARAO
3. Receive update regarding approval of the request.	3. Notify the client regarding the approval of the request.	None	5 Minutes	*Support Staff* ARAO

4. Issue copy of the letter with remark/sign of approval.	4. Log the details of the use of facilities in the log sheet.	None	5 Minutes	*Support Staff* ARAO
	TOTAL	None	2 Hours, 40 Minutes	

Intellectual Property and Technology Business Management Office (IPTBMO)

External Services

1. Request for IEC Materials, Information and Documents for Various Purposes

This service offers client access to available IEC materials, information, and documents. Client can obtain information regarding the BASC's registered IP and technology products, including but not limited to: IP records (Data, registration details, etc) and technology details (pictures, product information, etc). This service also provides BASC IP creators with copies of their registered IP certifications and allows them to request a Certification of Records as the author or maker.

Office or Division:	Intellectual Property and Technology Business Management Office (IPTBMO)
Classification:	Simple
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Onsite transactions: Accomplished Request Form (RF) (1 copy)	Designated Information rack at the IPTBMO lobby.
Online transactions: An email request with subject 'Request for materials/information/document' to ipo@basc.edu.ph	The client will provide
Government-issued Identification Card or Company/Institutional ID (original)	BIR, PRC, SSS, PhilHealth, Pag-ibig, PSA, DFA, DSWD, COMELEC, or Client's Company/Institution

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the IPTBMO, present ID and submit a letter of request for IEC materials, information and other relevant documents. *The letter of request may be submitted onsite or online. For	1.1 For onsite transactions, check ID, ask client to log in the IPTBMO log book, and fill out RF. 1.2 Receive the accomplished RF,	None	15 Minutes	*Support Staff/Unit Head/ Director* IPTBMO

online transactions, email request must be sent thru ipo@basc.edu.ph with subject 'Request for material/ information/ document'.	and check the information. 1.2 For online transactions, access and print email and note request details.	None	15 Minutes *15 Minutes only per client, whether onsite or online	*Support staff/Unit Head/ Director IPTBMO*
2. Submit the accomplished RF, along with the QN, to the IPTBMO staff. *If clarification is needed, provide additional information regarding the request.	2. Process the request. * If IEC material is requested, showcase the available materials to the client. * If information is requested, prepare the information. *If a document is requested, prepare the document and forward it to the director for signing, if necessary.	None	3 Hours	*Support staff/Unit Head/ Director IPTBMO*
3. Wait for the materials/information/ documents to be prepared.	3. Prepare the requested materials/	None	4 Hours and 30 Minutes	*Support staff/Unit Head/*

	information/ documents.			*Director* IPTBMO
4. Receive the requested materials/ information/ documents.	4. Release the requested materials/ information/ documents.	None	15 Minutes	*Support Staff* IPTBMO
	TOTAL	None	1 Day	

2. Processing of Request for Expert Services

This service enables clients to request IPTBMO personnel to share their expertise as speakers, facilitators, panelists, consultants, and in other capacities.

Office or Division:	Intellectual Property and Technology Business Management Office (IPTBMO)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request Letter or Communication (1 copy)		The client will provide		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit a letter of request to the IPTBMO. *For onsite transactions, log in to the IPTBMO log book at the lobby. *For online transactions, email the letter or communication to ipo@basc.edu.ph, with 'Request for Expert Services' as subject.	1.1 For onsite transactions, receive the letter or communication and forward it to the Director. 1.2 For online transactions, access and print the letter or communication, and forward it to the Director.	None None	10 Minutes 10 Minutes *10 Minutes only per client, whether onsite or online*	*Support Staff* IPTBMO *Support Staff* IPTBMO

2. Provide additional information, as necessary.	2. Review the request, and discuss it with the concerned personnel/unit.	None	1 Day	*Director/ Unit Head* IPTBMO
3. Receive notification of the request's status and details.	3. Forward the request's status and details to the client.	None	30 Minutes	*Support Staff* IPTBMO
TOTAL		None	1 Day, 40 Minutes	

3. Processing of Request for Assistance Services

This service enables clients to request for IPTBMO to assist them in their IP registration or for ISSN/ISBN application.

Office or Division:	Intellectual Property and Technology Business Management Office (IPTBMO)
Classification:	Simple
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Onsite transaction: Accomplished Request Form (RF) (1 copy)	Designated Information Rack at the IPTBMO lobby.
Queueing Number (QN) (1 copy)	
Online transaction: An email request details with subject 'Assistance Services' to ipo@basc.edu.ph	The client will provide

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a letter of request to the IPTBMO. *For onsite transactions, log in to	1.1 For onsite transactions, receive the request, ask client to fill out RF, and forward the	None	15 Minutes	*Support Staff* IPTBMO

the log book, and obtain the RF and QN from the designated information rack at the IPTBMO lobby.

*For online transactions, send an email detailing the request for assistance (subject: 'Assistance Services) to ipo@basc.edu.ph. | request to the Director.

1.2 For online transactions, access and print the letter or communication, and forward it to the Director. | None | 15 Minutes

*15 Minutes per client, regardless whether onsite or online transaction. | *Support Staff* IPTBMO |
2. Provide additional information when clarifications are necessary.	2.1 Review the RF or email.	None	45 Minutes	*Director/ Unit Head* IPTBMO
	2.2 Ask relevant questions regarding the request as necessary.	None	3 Hours	
3. Receive notification of the request's status and details.	3. Communicate with the client the approval status of the request, and other relevant details.	None	4 Hours	*Support Staff/Unit Head/ Director* IPTBMO
TOTAL		None	1 Day	

Intellectual Property and Technology Business Management Office (IPTBMO)

Internal Services

1. Request for IEC Materials, Information and Documents for Various Purposes

This service offers client access to available IEC materials, information, and documents. Client can obtain information regarding the BASC's registered IP and technology products, including but not limited to: IP records (Data, registration details, etc) and technology details (pictures, product information, etc). This service also provides BASC IP creators with copies of their registered IP certifications and allows them to request a Certification of Records as the author or maker.

Office or Division:	Intellectual Property and Technology Business Management Office (IPTBMO)
Classification:	Simple
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business
Who may avail:	All
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Onsite transactions: Accomplished Request Form (RF) (1 copy)	Designated Information rack at the IPTBMO lobby.
Online transactions: An email request with subject 'Request for materials/information/document' to ipo@basc.edu.ph	The client will provide
Government-issued Identification Card or Company/Institutional ID (original)	BIR, PRC, SSS, PhilHealth, Pag-ibig, PSA, DFA, DSWD, COMELEC, or Client's Company/Institution

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the IPTBMO and present ID for IEC materials, information and other relevant documents. *For online transactions, letter of request may be submitted online. Email request must be sent thru ipo@basc.edu.ph with subject 'Request	1.1 For onsite transactions, check ID, ask client to log in the IPTBMO log book, and fill out RF. 1.2 Receive the accomplished RF, and check the information. 1.2 For online transactions,	None None	15 Minutes 15 Minutes	*Support Staff/Unit Head/ Director* IPTBMO

for material/ information/ document'.	access and print email and note request details.			*15 Minutes only per client, whether onsite or online	*Support staff/Unit Head/ Director IPTBMO*
2. Submit the accomplished RF to the IPTBMO staff. *If clarification is needed, provide additional information regarding the request.	2.1 Receive the RF, check the information and process the request. * If IEC material is requested, showcase the available materials to the client. * If information is requested, prepare the information. *If a document is requested, prepare the document and forward it to the director for signing, if necessary.	None	3 Hours		*Support staff/Unit Head/ Director IPTBMO*
3. Wait for the materials/information/ documents to be prepared.	3. Prepare the requested materials/informati on/documents	None	4 Hours and 30 Minutes		*Support staff/Unit Head/ Director IPTBMO*
4. Receive the requested materials/ information/ documents.	4. Release the requested materials/ information/ documents.	None	15 Minutes		*Support Staff IPTBMO*
TOTAL		None	1 Day		

2. Processing of Request for Expert Services

This service enables clients to request IPTBMO personnel to share their expertise as speakers, facilitators, panelists, consultants, and in other capacities.

Office or Division:	Intellectual Property and Technology Business Management Office (IPTBMO)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Request Letter or Communication (1 copy)		The client will provide		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit a letter of request to the IPTBMO. *For onsite transactions, log in to the IPTBMO log book at the lobby. *For online transactions, email the letter or communication to ipo@basc.edu.ph, with 'Request for Expert Services' as subject.	1.1 For onsite transactions, receive the accomplished RF and forward it to the Director. 1.2 For online transactions, access and print the letter or communication, and forward it to the Director.	None None	10 Minutes 10 Minutes *10 Minutes only per client, whether onsite or online	*Support Staff* IPTBMO *Support Staff* IPTBMO
2. Provide additional information, as necessary.	2. Review the request, and discuss it with the concerned personnel/unit.	None	1 Day	*Director/ Unit Head* IPTBMO
3. Receive notification of the request's status and details.	3. Forward the request's status and details to the client.	None	30 Minutes	*Support Staff* IPTBMO
	TOTAL	None	1 Day 40 Minutes	

3. Processing of Request for Assistance Services

This service enables clients to request for IPTBMO to assist them in their IP registration or for ISSN/ISBN application.

Office or Division:	Intellectual Property and Technology Business Management Office (IPTBMO)
Classification:	Simple
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Onsite transaction: Accomplished Request Form (RF) (1 copy)	Designated Information Rack at the IPTBMO lobby.
Online transaction: An email request details with subject 'Assistance Services' to ipo@basc.edu.ph	The client will provide

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the IPTBMO. *For onsite transactions, log in to the log book, and obtain the RF and QN from the designated information rack at the IPTBMO lobby and fill out the form. *For online transactions, send an email detailing the request for assistance (subject: 'Assistance Services) to ipo@basc.edu.ph.	1.1 For onsite transactions, receive the request, ask client to fill out RF, and forward the request to the Director. 1.2 For online transactions, access and print the letter or communication, and forward it to the Director.	None None	15 Minutes 15 Minutes *15 Minutes per client, regardless whether onsite or online transaction.	*Support Staff* IPTBMO *Support Staff* IPTBMO
2. Provide additional information when clarifications are necessary.	2.1 Review the RF or email.	None None	45 Minutes 3 Hours	*Director/ Unit Head* IPTBMO

	2.2 Ask relevant questions regarding the request as necessary.			
3. Receive notification of the request's status and details.	3. Communicate with the client the approval status of the request, and other relevant details.	None	4 Hours	*Support Staff/Unit Head/ Director* IPTBMO
	TOTAL	None	1 Day	

General Services, Security and Transportation Unit (GSSTU)

External Services

1. Request for Deployment of College Vehicle

This service allows colleges, institutes, offices, and units, and faculty, personnel and students to request the deployment of a college vehicle for official travels and activities.

Office or Division:	General Services, Security and Transportation Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	All BASC Faculty, Employees and Student Organizations with Approved Authority to Travel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Authority to Travel (ATT) Form		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Authority to Travel form to the GSSTU Support Staff. *ATT forms are available in all offices thru the Office secretaries.	1.1. Receive accomplished Authority to Travel form from the client.	None	5 Minutes	*Support Staff* General Services, Security and Transportation Unit
	1.2. Review the Authority to Travel form as to correctness and completeness.	None	5 Minutes	*Support Staff* General Services, Security and Transportation Unit
	1.3. Check the availability of the vehicle and driver.	None	2 Hours	*Support Staff* General Services, Security and Transportation Unit
2. Wait for the Director's signature.	2.1 Sign the Authority to Travel form.	None	2 Hours	*Director* General Services, Security and Transportation Unit
	2.2 Get travel details from the ATT.	None	5 Minutes	*Support Staff* General Services,

				Security and Transportation Unit
3. Receive the approved Authority to Travel form	3.1 Release approved Authority to Travel form to client.	None	5 Minutes	*Support Staff* General Services, Security and Transportation Unit
	3.2 Provide details of travel to assigned driver.	None	30 Minutes	*Support Staff* General Services, Security and Transportation Unit
TOTAL		None	4 Hours, 50 Minutes	

General Services, Security and Transportation Unit (GSSTU)

Internal Services

1. Request for Deployment of College Vehicle

This service allows colleges, institutes, offices, and units, and faculty, personnel and students to request the deployment of a college vehicle for official travels and activities.

Office or Division:	General Services, Security and Transportation Unit			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	All BASC Faculty, Employees and Student Organizations with Approved Authority to Travel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Authority to Travel (ATT) Form		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Authority to Travel form to the GSSTU Support Staff. *ATT forms are available in all offices thru the Office secretaries.	1.1. Receive accomplished Authority to Travel form from the client.	None	5 Minutes	*Support Staff* General Services, Security and Transportation Unit
	1.2. Review the Authority to Travel form as to correctness and completeness.	None	5 Minutes	*Support Staff* General Services, Security and Transportation Unit
	1.3. Check the availability of the vehicle and driver.	None	2 Hours	*Support Staff* General Services, Security and Transportation Unit
2. Wait for the Director's signature.	2.1 Sign the Authority to Travel form.	None	2 Hours	*Director* General Services, Security and Transportation Unit
	2.2 Get travel details from the ATT.	None	5 Minutes	*Support Staff*

				General Services, Security and Transportation Unit
3. Receive the approved Authority to Travel form	3.1 Release approved Authority to Travel form to client.	None	5 Minutes	*Support Staff* General Services, Security and Transportation Unit
	3.2 Provide details of travel to assigned driver.	None	30 Minutes	*Support Staff* General Services, Security and Transportation Unit
TOTAL		None	4 Hours, 50 Minutes	

OFFICES UNDER THE OFFICE OF THE VICE PRESIDENT FOR ACADEMIC AFFAIRS

Office of College/Institute Dean

External Services

1. Request for Evaluation of Grades and Verification of Units

This service allows students to request an evaluation of their academic records to verify completed courses, earned units, and compliance with curriculum requirements.

Office or Division:	Office of the College/Institute Dean			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Currently Enrolled and Transferring BASC Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Evaluation/ Verification Request Form (1 original copy)		Office of the College Registrar/Office of the College/Institute Dean		
Academic Program Evaluation Form (1 original copy)		Office of the College Registrar/Office of the College/Institute Dean		
Certificate of Grades (1 original copy)		Office of the College Registrar		
Validated School ID		Office of Student Affairs and Services		
For transferring students only: Transcript of Records (TOR) (1 original copy)		Office of the College Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the College/Institute Secretary's Desk, present the School ID and express intent to request for evaluation of grades and verification of units.	1. Instruct client to log in the Client Logbook.	None	2 Minutes	*Secretary* Office of the Dean
2. Secure an Evaluation/ Verification Request Form.	2. Provide the Request for Evaluation/ Verification Form.	None	2 Minutes	*Secretary* Office of the Dean
3. Fill out and submit the accomplished Evaluation/ Verification Request Form, together with a copy of Certificate of Grades, to the Secretary. *Transferring students must submit	3.1 For currently enrolled students, receive and check for completeness the accomplished Evaluation/ Verification Request Form, and forward it to the Program Chairperson/	None	3 Minutes	*Secretary* Office of the Dean

a copy of Transcript of Records.	Institute Dean for signature.			
	3.2 For transferring students, receive and check for completeness the accomplished Evaluation/ Verification Request Form, and Transcript of Records, and forward it to the Program Chairperson/ Institute Dean for signature.	None	3 Minutes	*Secretary* Office of the Dean
4. Wait for the requested document.	4. Conduct an in-depth review of student grades and confirm that no data discrepancy exists.	None	20 Minutes	*Dean/ Program Chairperson* Office of the Dean
5. Receive the evaluated/verified curriculum checklist.	5. Release the evaluated/verified curriculum checklist.	None	2 Minutes	*Secretary* Office of the Dean
6. Log in the Evaluation of Grades and Verification of Units Log Sheet.	6. Provide the Evaluation of Grades and Verification of Units Log Sheet.	None	2 Minutes	*Secretary* Office of the Dean
TOTAL		None	34 Minutes	

2. Request for Removal Examination

This service allows officially enrolled students who are asking for the opportunity to retake an examination or assessment that they previously failed or did not perform satisfactorily in, to take a removal examination in the hope of improving their current grade standing. Students who received a grade of 4.0 and INC – Incomplete, may also take the removal examination to complete the requirements of the subject.

Office or Division:	Office of the College/Institute Dean			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Officially Enrolled Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Removal Examination Request Form (RERF) (1 original copy)		College/Institute Secretary		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Secure Removal Examination Request Form (RERF) from the College/Institute Secretary.	1. Provide RERF to the client.	None	2 Minutes	*Secretary* Office of the Dean
2. Fill out the RERF, and register in the RERF Log Sheet located at the College/Institute Secretary's Desk.	2.1 Ensure completeness of client details in the RERF Log Sheet.	None	2 Minutes	*Secretary* Office of the Dean
2. Submit the accomplished RERF to the Secretary.	2.1 Receive and ensure correctness and completeness of the accomplished RERF.	None	3 Minutes	*Secretary* Office Dean
	2.2 Submit the accomplished RERF to the Program Chairperson and Dean for approval.	None	1 Hour	*Secretary* Office of the Dean
3. Wait for the approval of the request.	3.1 Assess and approve the RERF, and set schedule of removal examination.	None	1 Day	*Program Chairperson/ Dean* Office of the Dean
	3.2 Inform the faculty regarding the conduct and schedule of the removal examination.	None	5 Minutes	*Secretary* Office of the Dean

4. Receive the schedule of removal examination.	4. Inform the client about the removal examination schedule.	None	5 Minutes	*Faculty Concerned* College/ Institute Concerned
5. Prepare for the removal examination.	5. Prepare the questionnaire/test paper for the removal examination.	None	5 Days	*Faculty Concerned* College/ Institute Concerned
6. Take the removal examination on schedule.	6. Administer the removal examination on schedule.	None	2 hours	*Faculty Concerned* College/ Institute Concerned
7. Wait for the results of the removal examination.	7. Check and review the result of the removal examination and list the grade of the student and indicate if Passed or Failed, on the RERF log sheet.	None	1 Hour	*Faculty Concerned* College/ Institute Concerned
7. Receive the result of the removal examination. * Students with 4.0 or INC – Incomplete grade must ensure to accomplish Completion of Incomplete Grade or and 4.0 Grade Form (duly signed by the concerned faculty, Dept. Chair and the Dean), and submit it to the Office of the College Registrar for recording.	7. Release the result of the removal examination.	None	1 Hour	*Faculty Concerned* College/ Institute Concerned
TOTAL		None	6 Days, 5 Hours 17 Minutes	

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3. Request for Special Examination

This service is provided to accommodate students who are unable to take the examination on the scheduled date. It involves the verification of the student's reason for absence, reviewing the examination paper, and submitting the final grade to the Office of the College Registrar.

Office or Division:	Office of College/Institute Dean
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All Officially Enrolled Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Special Examination Request Form (1 original copy)	College/Institute Secretary
Medical Certificate (1 original copy)	Legitimate Medical Clinic/Hospital or Licensed Physician
Letter of Request	The client will provide

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Special Examination Request Form (SERF) from the College/Institute Secretary, and fill it out.	1.1 Provide SERF to the client. 1.2 Log the request details in the SERF Log Sheet.	None None	2 Minutes 5 Minutes	*Secretary* Office of the Dean
2. Submit the accomplished SERF to the faculty concerned, with required attachments (Medical Certificate, Letter of Request).	2. Receive and check completeness of SERF and attachments, forward it to the Department Chair/Dean.	None	5 Minutes	*Faculty Concerned* College/ Institute Concerned
3. Wait for approval from the Department Chair/Dean.	3. Review the request, and approve/ disapprove the SERF.	None	3 Days	*Department Chair/Dean* Office of the Dean
4. Receive information on the schedule of the special examination.	4. Post to bulletin board and announce the schedule of the	None	1 Hour	*Faculty Concerned* College/ Institute Concerned

	special examination. * If the SERF is disapproved, the process ends, and the student is notified.			
5. Take the special examination on the scheduled date.	5. Administer the special examination using the approved Test Questionnaire (TQ) and Table of Specification (TOS).	None	2 Hours	*Faculty Concerned* College/ Institute Concerned
6. Wait for grading and result release.	6. Evaluate and record the student's score in the grading system.	None	1 Day	*Faculty Concerned* College/ Institute Concerned
TOTAL		None	4 Days, 3 Hours, 12 Minutes	

4. Request for Certificate of Teaching Internship

This service allows clients to request for the authentication or a Certificate of Teaching Internship they needed.

Note: This service is only offered at the College of Education and Graduate School of Education.

Office or Division:	Office of the Dean of the College of Education and Graduate School of Education
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All Students and Graduates of Bachelor of Secondary Education (BSEd) and Bachelor of Elementary Education (BEEd) who have Finished Teaching Internship, or their Representatives
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Certified True Copy (CTC) of Transcript of Records (1 photocopy)	Office of the Registrar

Signed Authorization Letter (1 original copy), if request is thru a representative)	The client will provide			
Accomplished Request Form (1 original copy)	Office of the Dean			
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to the Office of the Dean of the College of Education and Graduate School of Education, and express intent to request for Certificate of Teaching Internship.	1. Instruct the client to register in the Client Logbook, and to fill it out Request Form.	None	5 Minutes	*Secretary* Office of the Dean
2. Log in the Client Logbook, and fill out Request Form.	2. Guide the client in filling out the Request Form.	None	10 Minutes	*Secretary* Office of the Dean
3. Submit accomplished Request Form.	3. Receive accomplished Request Form.	None	5 Minutes	*Secretary* Office of the Dean
4. Wait for the approval of the request.	4.1 Evaluate status of student/ graduate.	None	4 Hours	*Program Chairperson* CEGSE *Secretary* Office of the Dean
	4.2. If requesting student/graduate is qualified for certification, prepare the certification document.	None	1 Hour	
	4.3 Endorse document to the College Dean for signature.	None	1 Hour	*Secretary* Office of the Dean
5. Claim requested Certificate.	5. Release Certificate.	None	5 Minutes	*Secretary* Office of the Dean
	TOTAL	None	6 Hours, 25 Minutes	

Office of College/Institute Dean

Internal Services

1. Request For Makeup Class

This service allows standardization of management of classroom instruction, specifically the conduct of make-up classes in all campuses of the Bulacan Agricultural State College.

Office or Division:	Office of the College/Institute Dean			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Faculty Members (Permanent, Temporary and Contract of Service) of BASC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Make-up Class Request Form (MCRF) (1 copy)		College/Institute Secretary at the Office of the College/Institute Dean		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the College/Institute Secretary's desk, and express intent to request for a make-up class.	1. Ask the client to register in the Client Logbook, and fill out the Makeup Class Request Form (MCRF).	None	5 Minutes	*Secretary* Office of the Dean
2. Wait for the approval of the Program Chairperson and the College/Institute Dean.	2.1 Endorse the accomplished MCRF to the Program Chairperson for approval.	None	15 Minutes	*Secretary* Office of the Dean
	2.2 Once approved by the Program Chairperson, endorse the accomplished MCRF to the College/Institute Dean for approval.	None	15 Minutes	*Secretary* Office of the Dean
3. Receive the approved MCRF.	3. Release the approved MCRF	None	2 Minutes	*Secretary* Office of the Dean

	to the requesting faculty.			
4. Log in the Make-up Class Request Log Sheet.	4. Instruct the requesting faculty to log in the Makeup Class Request Log Sheet.	None	3 Minutes	*Secretary* Office of the Dean
TOTAL		None	40 Minutes	

UNITS UNDER THE
OFFICE OF STUDENT AFFAIRS AND SERVICES (OSAS)

Office of Student Affairs and Services –
Institutional Student Programs
and Services Unit (OSAS-ISPSU)
External Services

1. Application for Admission Test

This process allows prospective students to apply for the College's admission test as part of the requirements for enrollment.

Office or Division:	Office of Student Affairs and Services – Institutional Student Programs and Services Unit (OSAS-ISPSU)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	New Applicants to Bachelor's Degree Programs at BASC.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
BASCAT Application Form		BASC Student Portal		
2x2 ID picture (Scanned/soft copy)		The client will provide		
Grade 11 Report Card (Scanned copy)		Senior High School Attended by the Applicant		
PSA Birth Certificate (Scanned copy)		Philippine Statistics Authority		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit basc.prisms.online, and click New Applicant (freshman, transferee) and create a new e-mail address following this format: firstnamelastname.basc@gmail.com.	1. No necessary action at this point.	None	15 Minutes	*Applicant/ Client*
2. Accomplish the online Application Form and upload the required documents.	2.1 Access the applicant's submitted documents.	None	10 Minutes	*Admission Head/Staff* Office of Student Affairs and Services
	2.2 Check applicant's submitted requirements, and process the application.	None	15 Minutes	
3. Receive and access an email from the Office of Student Affairs and Services (OSAS).	3.1 If applicant lacks documents, process the information thru the BASC Priisms.	None	10 Minutes	*Admission Head/Staff* Office of Student

*Applicants who submitted incomplete documents will receive an email containing details on the lacking document/s and the due date for submission, while applicants who submitted complete documents will receive an email containing the assigned schedule for BASC Admission Test (BASCAT), along with Test Permit.	3.2 If applicant submitted complete documents, process the information thru the BASC Priisms.	None	10 Minutes	Affairs and Services *Admission Head/Staff* Office of Student Affairs and Services
4. Print the Test Permit, and wait for the schedule date of BASCAT.	4. Prepare for the administration of BASCAT.	None	5 Minutes	*Admission Head/Staff* Office of Student Affairs and Services
	TOTAL	None	55 Minutes	

2. Scholarship Application and Processing (Internally- and Externally-funded)

This service allows eligible students to apply for scholarships, ensuring financial support for education based on merit and/or need.

Office or Division:	Office of Student Affairs and Services – Institutional Student Programs and Services Unit (OSAS-ISPSU)
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Student Applicants Who Meet the Eligibility Criteria for the Scholarship Program
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Accomplished Scholarship Application Form (1 copy)	OSAS-ISPSU Office

Certificate of Grades (Grade 12 Report Card) (1 original copy)	Office of the College Registrar
Validated School ID	OSAS
Certificate of Registration (1 scanned copy/photocopy)	Office of the College Registrar
2x2 ID picture (1 copy)	The client will provide
Grade 11 Report Card (Scanned copy)	Senior High School Attended by the Applicant
Provisionary Requirements or Requirements that Not Applicable to all Scholarship Programs:	
1 Barangay Certificate of Indigency	Barangay Where Applicant Resides
1 Latest Income Tax Return (ITR), or Joint Affidavit of Non-Filing (for those who cannot provide ITR)	Local Government Unit (LGU) Where the Applicant Resides
Notice of Award	OSAS-ISPSU Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Wait for announcement for opening of scholarship slots to be announced by the Office of Student Affairs and Services (OSAS) None	1. Once scholarship slots become available, announce call for application with clear eligibility criteria, requirements, and deadlines through the website and the OSAS Facebook page (https://www.facebook.com/bascofficeofstudentaffairsandservices)	None	15 Minutes	*Scholarship Head/Staff* Office of Student Affairs and Services
2. Secure a copy of Scholarship Application Form from the OSAS-ISPSU at the Ground Floor of OSAS Building.	2. Provide Scholarship Application Form.	None	10 Minutes	*Scholarship Head/Staff* Office of Student Affairs and Services
3. Submit the accomplished Scholarship Application Form, along with required documents to the OSAS-ISPSU.	3.1 Verify completeness of submitted documents.	None	15 Minutes	*Scholarship Head/Staff* Office of Student Affairs and Services
		None	9 Days	*Scholarship Head/Staff*

	3.2 Evaluate academic qualifications, financial need, and submitted documents, and shortlist qualified candidates.			Office of Student Affairs and Services
4. Wait for announcements of applicants who qualified for interview through the OSAS Facebook page.	4. Announce the list of applicants who qualified for interview through the OSAS Facebook page.	None	1 Day	*Scholarship Head/Staff* Office of Student Affairs and Services
5. If shortlisted, attend the interview schedule.	5. Assess shortlisted candidates based on interview performance and qualifications.	None	7 Days	*Scholarship Head/Staff* Office of Student Affairs and Services
6. Receive scholarship application results through the through the OSAS Facebook page.	6. Post the list of qualified applicants through the OSAS Facebook page.	None	5 Minutes	*Scholarship Head/Staff* Office of Student Affairs and Services
7. Sign and return the scholarship's Notice of Award (NOA) to the OSAS-ISPSU (if applicable).	7.1 Verify Notice of Award (NOA), if applicable 7.2 Finalize the list of scholarship recipients.	None None	5 Minutes 5 Minutes	*Scholarship Head/Staff* Office of Student Affairs and Services
8. Receive Scholarship grant through the BASC Cashiering Unit.	8. Disburse funds to the student scholars through the Cashiering Unit.	None	*Depends upon the release of funds.	*Staff* Cashiering Unit
	TOTAL	None	17 Days, 55 Minutes	

Office of Student Affairs and Services – *Student Development Services Unit (OSAS-SDSU)*

External Services

1. Request for Permit to Conduct Student Activity

This service allows provision of services and processes in issuing permit to hold an activity.

Office or Division:	OSAS - Student Development Services Unit (SDSU)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Recognized Student Organizations			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Approved Endorsement Letter (1 original copy)		Federation of Supreme Student Council (FSSC)		
Duly Signed Cover Letter (1 original copy)		The client will provide		
Accomplished Activity Proposal Form		OSAS - SDSU		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Secure endorsement letter from FSSC, accomplish cover letter and activity proposal form, and submit to SDSU Office located at the 3rd Floor of OSAS Building.	1.1 Receive and check submitted requirements, and affix signature on the accomplished Activity Proposal Form, and the cover letter. 1.2 Advise the client to obtain the OSAS Director's signature on the Activity Proposal Form, and on the cover letter.	None None	7 Minutes 3 Minutes (5 Minutes transition from the SDSU Office to the Office of the SAS Director)	*Unit Head* OSAS - SDSU *Unit Head* OSAS - SDSU
2. Secure signature of the OSAS Director at the Ground Floor of the OSAS Building.	2. Sign Activity Proposal Form and cover letter.	None	10 Minutes	*Director* OSAS
3. Claim signed Activity Proposal Form and cover letter, and submit to the Office of the Vice President for Academic Affairs for signature.	3. Sign Activity Proposal Form and cover letter.	None	1 Day	*Vice President for Academic Affairs* Office of the VPAA or

For college- or institute-wide activities, the final signatory is the VPAA. For institution-wide activities, the final signatory is the College President.				*College President* Office of the President
4. Claim approved letter and form, and submit copy to SDSU Office.	4. Receive and log approved activity on the SDSU Log Book.	None	5 Minutes	*Unit Head* OSAS - SDSU
	TOTAL	None	1 Day, 25 Minutes	

2. Request for Filing of Complaints (Student-Student; Teacher-Student; Student-Teacher)

This service allows students and faculty to formally file complaints involving student-to-student, teacher-to-student, or student-to-teacher concerns. The process ensures that conflicts or issues are addressed fairly and in accordance with institutional policies.

Office or Division:	OSAS - Student Development Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Students, Faculty and Staff of BASC			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Accomplished Incident Report Form (1 original copy)		Office of Student Affairs and Services		
Duly Signed Notice of Hearing (1 original copy)		Office of Student Affairs and Services		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to the OSAS-SDSU located at the 3rd Floor of OSAS Building to formally express your intent to file a complaint against an individual.	1. Conduct a preliminary inquiry as guided by the Student Code of Conduct and Discipline, enters the complaint in the log book, and issues Incident Report Form to the complainant.	None	1 Hour	*Unit Head* OSAS-SDSU

2. Accomplish and submit Incident Report Form.	2.1. Receive the accomplished Incident Report Form and notify the members of Student Disciplinary Tribunal (SDT) Committee of the filed complaint.	None	45 minutes	*Unit Head* OSAS-SDSU
	2.2. Set schedule of hearing and send notice of hearing to parties involved.	None	15 Minutes	*Unit Head* OSAS-SDSU
3. Receive notice to confirm venue, date and time of hearing or fact-finding dialogue.	3. Inform the SDT committee members on the venue, date, and time of dialogue.	None	10 Minutes	*Unit Head* OSAS-SDSU
4. Attend conduct of hearing/dialogue.	4. Conduct dialogue/hearing and work for resolution of the case. *Depending on the severity of the case and evidences presented, sanction may be given after the hearing or another hearing may be scheduled again.	None	2 Days	*Committee on Student Disciplinary Tribunal* OSAS
5. Receive decision of SDT committee and sanction given.	5. Record decision and meted disciplinary sanction(s) in logbook.		10 Minutes	*Unit Head* OSAS-SDSU
	TOTAL	None	2 Days, 2 Hours, 20 Minutes	

3. Request for Accreditation of Student Organization

This service allows student organizations to apply for official accreditation with the College. Accredited organizations gain recognition and access to College resources, facilities, and support for their activities. The application process requires the submission of necessary documents and compliance with institutional guidelines.

Office or Division:	OSAS - Student Development Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Officially Enrolled Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Application Form (1 original copy)		OSAS		
Attachments / Supporting Documents		Student Organization		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Application Form at the SDSU Office.	1. Issue the Application Form.	None	5 Minutes	*Staff* OSAS-SDSU
2. Fill out Application Form and submit required attachments/ supporting documents.	2.1 Receive and check accomplished Application Form and required attachments/documents.	None	5 Minutes	*Unit Head* OSAS-SDSU
	2.2. Endorse the list of organizations with complete documents to the OSAS Director.	None	5 Days	*Unit Head* OSAS-SDSU
	2.3 Endorse the list of organizations with complete requirements to the Office of the VPAA for accreditation.	None	1 Day	*Director* OSAS

	2.4 Set schedule, and make preparations for oath-taking ceremony.	None		*Unit Head* OSAS-SDSU
3. Attend oath-taking ceremony and receive Certificate of Accreditation.	3. Issue Certificate of Accreditation.	None	4 hours	*Unit Head* OSAS-SDSU
TOTAL		None	6 Days 4 Hours, 10 Minutes	

4. Request for Conduct of Off-Campus Activity

This service allows students to request approval for conducting off-campus activities such as educational trips, outreach programs, or training sessions. The request must comply with BASC policies, including safety guidelines, risk assessment, and necessary approvals from relevant agencies and offices.

Office or Division:	OSAS - Student Development Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Officially Enrolled Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Accomplished Checklist Form (1 original copy)		OSAS		
Narrative Report (1 original copy)		OSAS		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Request for checklist form.	1. Issue the checklist form.	None	5 minutes	*Unit Head* OSAS-SDSU
2. Prepare and submit the requirements in accordance with CMO No. 63, s. 2017 neatly placed on a folder.	2.1 Receive the activity folder to check for completeness of requirements.	None	1 Hour	*Unit Head* OSAS-SDSU
	2.2 Transmit the documents to the OSAS Director for	None	15 Minutes	*Unit Head* OSAS-SDSU

	evaluation and subsequent endorsement.			*Director* OSAS
	2.3 Review documents and endorse to the office of the VPAA and Office of the President.	None	1 Day	
3. Receive the approved off-campus activity proposal and submits copy at SDSU office.	3. Receive and log approved activity at SDSU Log Book.	None	5 Minutes	*Unit Head* OSAS-SDSU
4. Implement off-campus activity and submits narrative/activity report.	4. Receive and file narrative/activity report at SDSU office.	None	5 minutes	*Unit Head* OSAS-SDSU
	TOTAL	None	1 Day, 1 Hour, 15 Minutes	

Office of Student Affairs and Services –

Student Development Services Unit (OSAS-SDSU)

Internal Services

1. Request for Filing of Complaints (Student-Student; Teacher-Student; Student-Teacher)

This service allows students and faculty to formally file complaints involving student-to-student, teacher-to-student, or student-to-teacher concerns. The process ensures that conflicts or issues are addressed fairly and in accordance with institutional policies.

Office or Division:	OSAS - Student Development Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Students, Faculty and Staff of BASC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Incident Report Form (1 original copy)		Office of Student Affairs and Services		
Duly Signed Notice of Hearing (1 original copy)		Office of Student Affairs and Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the OSAS-SDSU located at the 3rd Floor of OSAS Building to formally express your intent to file a complaint against an individual.	1. Conduct a preliminary inquiry as guided by the Student Code of Conduct and Discipline, enters the complaint in the log book, and issues Incident Report Form to the complainant.	None	1 Hour	*Unit Head* OSAS-SDSU
2. Accomplish and submit Incident Report Form.	2.1. Receive the accomplished Incident Report Form and notify the members of Student Disciplinary Tribunal (SDT) Committee of the filed complaint.	None	45 minutes	*Unit Head* OSAS-SDSU
	2.2. Set schedule of hearing and send notice of	None	15 Minutes	*Unit Head* OSAS-SDSU

	hearing to parties involved.			
3. Receive notice to confirm venue, date and time of hearing or fact-finding dialogue.	3. Inform the SDT committee members on the venue, date, and time of dialogue.	None	10 Minutes	*Unit Head* OSAS-SDSU
4. Attend conduct of hearing/dialogue.	4. Conduct dialogue/hearing and work for resolution of the case. *Depending on the severity of the case and evidences presented, sanction may be given after the hearing or another hearing may be scheduled again.	None	2 Days	*Committee on Student Disciplinary Tribunal* OSAS
5. Receive decision of SDT committee and sanction given.	5. Record decision and meted disciplinary sanction(s) in logbook.		10 Minutes	*Unit Head* OSAS-SDSU
TOTAL		None	2 Days, 2 Hours, 20 Minutes	

Office of Student Affairs and Services –
Student Welfare Services Unit (OSAS-SWSU)
External Services

1. Availment of Guidance and Counseling Services (Individual/Group)

This service provides individual and group guidance and counseling to support students' personal, academic, and career development. It aims to help students address challenges, enhance well-being, and make informed decisions.

Office:	OSAS - School Welfare Services Unit (SWSU)			
Classification:	Simple			
Type of Transaction	G2C-Government to Government			
Who may avail:	All Faculty and Staff			
Checklist Requirements		**Where to Secure**		
Validated Student ID (original copy)		OSAS		
Accomplished Referral Slip (1 original copy)		OSAS - SWSU		
Client Steps	**Agency Actions**	**Fees to be Paid**	**Processing Time**	**Person Responsible**
1. Secure and fill out Referral Slip, and submit to SWSU – Guidance Counseling Office located at the 2nd Floor of OSAS Building.	1.1 Receive the accomplished Referral Slip.	None	1 Minute	*Guidance Counselor/ Staff In-Charge* OSAS-SWSU
	1.2 Set and inform client on the schedule of counseling.	None	5 Minutes	*Guidance Counselor/ Staff In-Charge* OSAS-SWSU
	1.3 Locate and review student's 201 File to assess relevant information about the student.	None	10 Minutes	*Guidance Counselor* OSAS-SWSU
2. Endorse student to the SWSU-GC Office on schedule.	2.1 Counsel the student.	None	30 minutes	*Guidance Counselor* OSAS-SWSU
	2.2 Schedule the student for follow-up session.	None	2 Minutes	*Guidance Counselor* OSAS-SWSU
3. Receive information on	3. Inform client as to status of counseling.	None	5 minutes	*Guidance Counselor/ Staff in-charge* OSAS-SWSU

status of counseling.				
		TOTAL	None	53 Minutes	

2. Request for Certificate of Good Moral Character (COGMC)

This service allows students and alumni to request a Certificate of Good Moral Character, which serves as official proof of their ethical conduct and discipline during their time at the College.

Office:	Office of Student Affairs- School Welfare Services			
Classification:	Simple			
Type of Transaction	Government to Citizen			
Who may avail:	All Current and Former Students, and Alumni			
Checklist Requirements		**Where to Secure**		
Accomplished Request Slip (1 original copy)		OSAS		
BASC Official Receipt (original copy)		Cashiering Unit		
Client Steps	**Agency Actions**	**Fees to Paid**	**Processing Time**	**Person Responsible**
1. Secure a copy of the Request Slip from the OSAS, fill it out, and submit to the OSAS.	2.1 Provide Request Slip to the client. 2.2 Receive accomplished Request Slip. 2.3 Advise the client to pay a fee of PHP20 to the Cashiering Unit.	None None None	2 Minutes 1 Minute 2 Minutes (5 Minutes transition from the OSAS to the Cashiering Unit)	*Support Staff* OSAS *Support Staff* OSAS *Support Staff* OSAS
2. Pay the desired fee at the Cashiering Unit located at the right wing of the Administration Building.	2. Accept payment and issue Official Receipt.	PHP20.00	5 Minutes (*or may be longer depending on queue*)	*Staff* Cashiering Unit

*Make sure to claim the Official Receipt.				
3. Present Official Receipt to the OSAS. Proceed to the Office of Student Affairs and Services for printing of the Certificate of Good Moral Character.	3. Verify the Official Receipt.	None	1 Minute	*Support Staff* OSAS
4. Wait for the COGMC to be released.	4.1 Prepare and print COGMC. 4.2 Sign the COGMC.	None None	5 Minutes 5 Minutes	*Support Staff* OSAS *Director/SWSU Head* OSAS
5. Receive the COGMC, and sign in the Logbook.	5. Release the COGMC.	None	2 Minutes	*Support Staff* OSAS
	TOTAL	None	23 Minutes	
Request for Certificate of Good Moral Character (COGMC) qualified for multi-stage process.				

Office of the College Registrar (OCR)

External Services

1. Procedure for Enrollment of Incoming 1st Year Students (Qualified for Free Higher Education)

This process allows incoming first-year students who qualify for the Free Higher Education program to complete their enrollment.

Office or Division:	Office of the College Registrar (OCR)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Incoming 1st Year Students (BASCAT Passers) who are Qualified for Free HE

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Enrollment Form	Office of the Student Affairs and Services
Original Card – Form 138 SHS Grade 12 (incoming 1st year student)	Previous school (SHS) where client graduated
Transfer Credential (transferring student) - Honorable Dismissal - Certificate of Grade or TOR	Last school attended prior to BASC
PSA Birth Certificate (1 photocopy)	Philippine Statistics Authority
Marriage Certificate – if married (1 photocopy)	Philippine Statistics Authority
2x2 colored photo with nametag and white background (2 pieces)	The client will provide
Long brown envelope (1 piece)	The client will provide

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished BASC Enrollment Form and required documents.	1.1 Receive, check and evaluate completeness of the required documents.	None	15 Minutes	*Staff at the Window* Office of the College Registrar
	1.2 Process the enrollment and issue the Pre-assessment Form.	None	10 Minutes	*Staff at the Window* Office of the College Registrar
2. Proceed to the Accounting Office for validation of the Pre-assessment Form	2. Validate the Pre-assessment Form	None	5 Minutes	*Staff at the window* Accounting Office

3. Return the validated Pre-assessment Form at the OCR and wait for the Certificate of Registration	3. Receive the validated Pre-assessment Form and release the Certificate of Registration	None	10 Minutes	*Staff at the Window* Office of the College Registrar
	TOTAL	None	40 Minutes	

2. Procedure for Enrollment of Incoming 1st Year Students (Not Qualified for Free Higher Education)

This process guides incoming first-year students who are not eligible for the Free Higher Education program through the enrollment procedure.

Office or Division	Office of the College Registrar (OCR)
Classification	Simple
Type of Transaction	G2C – Government to Citizen
Who may avail:	Incoming 1st Year Students (BASCAT Passers) who are Not Qualified for Free HE

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Enrollment Form (1 original printed)	Office of the Student Affairs and Services Facebook page or thru the BASC website (basc.edu.ph)
Exceptions to Free Tertiary Education Form	Office of the College Registrar
Original Card – Form 138 SHS Grade 12 (incoming 1st year student)	Previous school (Senior High School)

Transfer Credential (transferring student)
    - Honorable Dismissal
    - Certificate of Grade or TOR
	Last school attended prior to BASC

PSA Birth Certificate (1 photocopy)	Philippine Statistics Authority
Marriage Certificate – if married (1 photocopy)	Philippine Statistics Authority
2x2 colored photo with nametag and white background (2 pieces)	The client will provide
Long brown envelope (1 piece)	The client will provide

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly accomplished BASC Enrollment Form, Exceptions to Free Tertiary	1.1 Receive, check and evaluate completeness of the required documents	None	15 Minutes	*Staff at the Window* Office of the College Registrar

Education Form and required documents	1.2 Process the enrollment and issue the Pre-assessment Form	None	10 Minutes	*Staff at the Window* Office of the College Registrar
2. Proceed to the Accounting Office for validation of the Pre-assessment Form	2. Validate the Pre-assessment Form	None	5 Minutes	*Staff at the window* Accounting Office
3. Proceed to the Cashier's Office and pay the required fees.	3. Process the payment and issue Official Receipt of Payment (OR).	NSTP-PHP165.00; Science Fee – PHP30.00; Library Fee – PHP100.00; SSC – PHP50.00; TST-PHP60.00; Athletic Fee-PHP350.00; Medical Fee – PHP50.00; Research Journal – PHP25.00; Cultural Fee – PHP195.00; Computer Fee-PHP200.00; Guidance Counseling Fee-PHP25.00; Tuition Fee – PHP165.00 per unit (BSHM/BSIT/BSBA/DVM); PHP110.00 per unit (BSA, BSE, BEEd, BSABEn, BSGE, BSDevComm, BSFT, BSAB, BSAf)	5 Minutes	*Staff* Cashiering Unit

4. Return the validated Pre-assessment Form and the Official Receipt of Payment to the OCR and wait for the Certificate of Registration.	4. Receive the validated Pre-assessment Form and the Official Receipt of Payment and release the Certificate of Registration.	None	10 Minutes	*Staff at the Window* Office of the College Registrar
	TOTAL	For BSHM/BSIT/ BSBA/DVM: PHP1,250 + (PHP165.00 x no. of units) For BSA, BSE, BEEd, BSABEn, BSGE, BSDevComm, BSFT, BSAB, BSAf: PHP1,250 + (PHP110.00 x no. of units) *Plus PHP100.00 (ID Fee) for incoming first year	45 Minutes	

Enrollment of Incoming 1st Year Students (Not qualified for Free Higher Education) qualified for multi-stage process.

3. Procedure for Enrollment of Regular Students

This process facilitates the enrollment of continuing students who have met the academic requirements for the next term.

Office or Division:	Office of the College Registrar (OCR)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Regular Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Clearance Form (1 original copy)	Program Chairs and OCR

Accomplished Intent to Enroll Form (1 original copy)	Program Chairs			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the Clearance Form and complete the necessary signatures.	1. Check if the student has any accountability, and if none, sign the Clearance Form.	None	60 Minutes	*Staff at the Window* Office of the College Registrar
2. Present the duly signed Clearance Form to the respective Program Chairs signed the Intent to Enroll Form	2. Receive and check the completeness of the Clearance Form. Verify if the student's status is regular and provide the Intent to Enroll Form, and forward the verified and duly signed Intent to Enroll Form and Clearance Forms to the OCR for enrollment.	None	5 Minutes	*Program Chair* Concerned College/Institute
3. Receive information on date of release of COR.	3. Release date for the Certificate of Registration for Regular Students.	None	5 Minutes	*Staff at the Window* Office of the College Registrar
	TOTAL	None	1 Hour, 10 Minutes	

4. Procedure for Enrollment of Irregular Students (Qualified for Free Higher Education)

This process assists irregular students who qualify for Free Higher Education in completing their enrollment.

Office or Division:	Office of the College Registrar (OCR)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Irregular Students who are Qualified for Free HE

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Clearance Form (1 original copy)	Program Chairs and OCR
Accomplished Evaluation Form (1 original copy)	Office of the College Registrar
Accomplished Pre-Advising Form (1 original copy)	Office of the College Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the Clearance Form and complete the necessary signatures.	1. Check if the student has any accountability, and if none, sign the Clearance Form.	None	60 Minutes	*Staff at the Window* Office of the College Registrar
2. Proceed to the respective Program Chairs and present the duly signed and accomplished Clearance Form, Pre-Advising Form and updated Evaluation Form. Wait for the	2. Receive and check the completeness of the Clearance Form. Review the Evaluation Form to determine the subjects to be enrolled. Give the	None	10 minutes	*Program Chair* Concerned College/Institute

accomplished Pre-Advising Form.	accomplished and signed Pre-advising form to the student.			
3. Proceed to the OCR and present the duly accomplished Pre-Advising Form for enrollment processing.	3. Receive the duly accomplished Pre-Advising Form and enroll the subjects reflected on the form. Release the Pre-Assessment Form.	None	10 Minutes	*Staff at the Window* Office of the College Registrar
4. Proceed to the Accounting Office for validation of the Pre-Assessment Form.	4. Validate the Pre-assessment Form.	None	5 Minutes	*Staff* Accounting Office
5. Return the validated Pre-Assessment Form to the OCR and wait for the Certificate of Registration.	5. Receive the validated Pre-assessment Form and release the Certificate of Registration.	None	10 Minutes	*Staff at the Window* Office of the College Registrar
	TOTAL	None	1 Hour, 35 Minutes	

5. Procedure of Enrollment of Irregular Students (Not qualified for Free Higher Education)

This process facilitates the enrollment of irregular students who are not eligible for Free Higher Education. It includes evaluation of completed courses, subject enlistment based on class availability, assessment of fees, payment processing, and confirmation of enrollment.

Office or Division:	Office of the College Registrar (OCR)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Irregular Students not Qualified for Free HE)
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**

Accomplished Clearance Form (1 original copy)	Program Chairs and OCR			
Accomplished Evaluation Form (1 original copy)	Office of the College Registrar			
Accomplished Pre-Advising Form (1 original copy)	Office of the College Registrar			
Accomplished Exceptions to Free Tertiary Education Form	Office of the College Registrar			
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Secure the Clearance Form and complete the necessary signatures.	1. Check if the student has any accountability, and if none, sign the Clearance Form.	None	60 Minutes	*Staff at the Window* Office of the College Registrar
2. Proceed to the respective Program Chairs and present the duly signed and accomplished Clearance Form, Pre-Advising Form and updated Evaluation Form. Wait for the accomplished Pre-Advising Form.	2. Receive and check the completeness of the Clearance Form. Review the Evaluation Form to determine the subjects to be enrolled. Give the accomplished and signed Pre-advising form to the student.	None	10 Minutes	*Program Chair* Concerned College/Institute
3. Proceed to the OCR and present the duly accomplished Pre-Advising	3. Receive the duly accomplished Pre-Advising Form and enroll the	None	10 Minutes	*Staff at the Window* Office of the College Registrar

Form for enrollment processing.	subjects reflected on the form. Release the Pre-Assessment Form. Provide the Exceptions to Free Tertiary Education Form.			
4. Proceed to the Accounting Office for validation of the Pre-Assessment Form	4. Validate the Pre-assessment Form	None	5 Minutes	*Staff at the window* Accounting Office
5. Proceed to the Cashier's Office and pay the required fees	5. Process the payment and issue Official Receipt of Payment (OR)	NSTP-PHP165.00; Science Fee – PHP30.00; Library Fee – PHP100.00; SSC – PHP50.00; TST-PHP60.00; Athletic Fee-PHP350.00; Medical Fee – PHP50.00; Research Journal – PHP25.00; Cultural Fee – PHP195.00; Computer Fee-PHP200.00; Guidance Counseling Fee-PHP25.00; Tuition Fee – PHP165.00	5 Minutes	*Staff at the window* Cashiering Unit

		per unit (BSHM/BSIT/ BSBA/DVM); PHP110.00 per unit (BSA, BSE, BEEd, BSABEn, BSGE, BSDevComm , BSFT, BSAB, BSAf)		
6. Return the validated Pre-assessment Form, the Official Receipt of Payment and the duly accomplishe d Exceptions to Free Tertiary Education Form to the OCR and wait for the Certificate of Registration	6. Receive the validated Pre-assessment Form, the Official Receipt of Payment and Exceptions to Free Tertiary Education Form and release the Certificate of Registration	None	10 Minutes	*Staff at the Window* Office of the College Registrar
	TOTAL	For BSHM/BSIT/ BSBA/DVM: PHP1,250 + (PHP165.00 x no. of units) For BSA, BSE, BEEd, BSABEn, BSGE, BSDevComm , BSFT, BSAB, BSAf: PHP1,250 + (PHP110.00 x no. of units)	1 Hour 40 Minutes	

	*Plus PHP100.00 (ID Fee) for incoming first year		

Enrollment of Irregular Students (Not qualified for Free Higher Education) qualified for multi-stage process.

6. Procedure for Adding, Dropping and Changing of Subject

This process allows students to modify their enrolled subjects within the designated period. It includes submitting a request for adding, dropping, or changing subjects, securing the necessary approvals, updating records, and confirming the changes in the student portal.

Office or Division:	Office of the College Registrar (OCR)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Regular and Irregular Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Adding, Changing and Dropping of Subject(s) Form (1 original copy)	OCR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the Adding, Changing and Dropping of Subject(s) Form and complete the necessary information and signatures. Provide an updated Academic Evaluation Form to your respective Program Chair.	1. Check if the student has any accountability, and if none, sign the Adding, Changing and Dropping of Subject(s) Form	None	20 Minutes	*Program Chair/ Adviser/Instructor* College/Institute Concerned
2. Present the duly signed Adding, Changing and Dropping of	2. Receive and check the completeness of the Adding,	None	5 Minutes	*Staff at the Window*

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Subject(s) Form to the OCR for processing	Changing and Dropping of Subject(s) Form. Process the adding, dropping or changing of subject(s). Provide the add/drop/change subject assessment form to the student for payment			Office of the College Registrar
3. Proceed to the Cashier's Office and pay the required fees and wait for the Official Receipt.	3. Process the payment and issue Official Receipt of Payment (OR)	PHP 20.00 per subject	5 Minutes	*Staff at the window* Cashiering Unit
3. Return the add/drop/change subject assessment form and Official Receipt of Payment to the OCR and wait for the new Certificate of Registration	4. Receive the add/drop/change subject assessment form and Official Receipt of Payment. Print the Certificate of Registration	None	3 Minutes	*Staff at the Window* Office of the College Registrar
TOTAL		PHP 20.00	33 Minutes	
Adding, Dropping and Changing of Subject qualified for multi-stage process.				

7. Procedure for Withdrawal of Registration

This process allows students to formally withdraw their enrollment for a given term.

Office or Division:	Office of the College Registrar (OCR)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Regular and Irregular Students
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Accomplished Withdrawal of Registration Form (1 original copy)	OCR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the Withdrawal of Registration Form, complete the necessary information and signatures, and submit it to the OCR.	1. Receive and check the completeness of the Withdrawal of Registration Form, and process the withdrawal of registration of the client.	None	10 minutes	*Staff at the Window* Office of the College Registrar
2. Receive advice that registration has been officially withdrawn.	2. Notify client that registration has been officially withdrawn.	None	5 Minutes	*Staff at the Window* Office of the College Registrar
TOTAL		None	15 Minutes	

8. Processing of Application for Shifting of Course

This process allows students to transfer from one academic program to another within the College.

Office or Division:	Office of the College Registrar (OCR)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Regular and Irregular Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Application for Shifting of Course Form		OCR		
Academic Evaluation Form		OCR		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Secure the Application for Shifting of Course Form and complete the necessary information and signatures. Provide an updated Academic Evaluation Form to the Dean of the Institute / College of the new course intended to shift into.	1.1 Receive and check the completeness of the Application for Shifting of Course Form.	None	5 Minutes	*Staff at the Window* Office of the College Registrar
	1.2 Review students' the Academic Program Evaluation to determine if the student meets the criteria for shifting.	None	10 Minutes	*Staff at the Window* Office of the College Registrar
2. Proceed to the OCR and present the duly signed Application for Shifting of Course Form.	2. Receive and check the completeness of the Application for Shifting of Course Form, and proceed to process the request for shifting of course.	None	4 Minutes	*Staff at the Window* Office of the College Registrar
3. Receive advice to process enrollment.	3. Advice the student to process their enrollment to their new course.	None	1 Minute	*Staff at the Window* Office of the College Registrar
	TOTAL	None	20 Minutes	

9. Processing of Application for Graduation

This process enables graduating students to officially apply for the completion of their academic program.

Office or Division:	Office of the College Registrar (OCR)			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Eligible Regular and Irregular Students			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Accomplished Application for Graduation Form (1 original copy)		OCR		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Secure the Application for Graduation Form and complete the necessary information and signatures.	1. Receive and check the completeness of the Application for Graduation Form.	None	5 Minutes	*Staff at the Window* Office of the College Registrar
2. Write down the transaction details on the log sheet.	2. If complete, file the Application for Graduation Form.	None	2 Minutes	*Staff at the Window* Office of the College Registrar
3. Receive advice that application has been officially filed.	3. Advice client that application has been officially filed.	None	1 Minute	*Staff at the Window* Office of the College Registrar
	TOTAL	None	8 Minutes	

10. Processing of Request for Document

This service allows students, alumni, and other stakeholders to request official documents such as transcripts of records, certifications, diplomas, and other academic or administrative records.

Office or Division	Office of the College Registrar (OCR)
Classification	Complex
Type of Transaction	G2C – Government to Citizen
Who may avail:	Regular Students, BASC Alumni

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Clearance Form (1 original copy	Program Chairs and OCR
Accomplished Application Slip with Claim Stub (1 original copy)	OCR
Duly Signed Authorization Letter (if request is thru a representative) (1 original copy)	The client will provide

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the Application Slip and fill out the necessary details	1.1 Receive the Application Slip the review and process the document request. Determine the needed attachment for the document request (Clearance Form, Authorization Letter, Clear photocopy of document)	None	5 Minutes	*Staff at the Window* Office of the College Registrar
	1.2 Determine the amount to be paid and sign the Application Slip.	None	2 Minutes	*Staff at the Window* Office of the College Registrar
2. Proceed to the Cashier's	2. Process the payment and issue Official	Transcript of Records -	5 Minutes	Cashiering Staff at the window

Office and pay the required fees	Receipt of Payment (OR)	PHP100.00 per page Reconstituted Diploma - PHP200.00 Form 137, Certificate of Registration, Certificate of Graduation, Certificate of Enrollment, Report of Grade, Certificate of Grades, Authentication / Certified True Copy, Honorable Dismissal, Evaluation, CAV and Medium of Instruction - PHP20.00 per document		
3. Return the Application Slip and Official Receipt of Payment to the OCR and wait for the document release or the claim stub	3. Receive the Application Slip and Official Receipt of Payment. Determine if processing time for the document request: *TOR, CAV, Form 137, Evaluation, ROG with GWA and other	None	5 minutes	*Staff at the Window* Office of the College Registrar

	certificates that needs verification -3 working days			
	Reconstituted Diploma -15 working days			
	Certificate of Registration, Certificate of Enrollment, Certificate of Graduation, Certificate of Grades, Report of Grades, Authentication / Certified True Copy and digitally available documents -same day release			
	If the requested document will be released at a later date, issue the claim stub			
	If the requesting and receiving person is not the student/alumni reflected on the Application			

	Slip, request for an Authorization Letter and photocopy of the IDs of both individuals before releasing the document			
	TOTAL	Transcript of Records - PHP100.00 per page Reconstituted Diploma - PHP200.00 Form 137, Certificate of Registration, Certificate of Graduation, Certificate of Enrollment, Report of Grade, Certificate of Grades, Authentication / Certified True Copy, Honorable Dismissal, Evaluation, CAV and Medium of Instruction - PHP20.00 per document	17 Minutes	

Processing of Document Request qualified for multi-stage process.

11. Processing of Request for Subject Offering

This process allows students or academic units to request the offering of a specific subject that is not currently available in the course schedule.

Office or Division:	Office of the College Registrar (OCR)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Regular and Irregular Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Accomplished Request for Subject Offering Form (1 original copy)		OCR
Accomplished Evaluation Form (1 original copy)		OCR

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the Request for Subject Offering Form and complete the necessary information and signatures. Provide an updated Academic Evaluation Form to your respective Program Chair.	1. Check if the student has any accountability, and if none, sign the Request for Subject Offering Form	None	20 Minutes	*Staff at the Window* Office of the College Registrar
2. Proceed to the Management Information System (MIS) Office for the subject encoding. Once the subject(s) is encoded, proceed with the adding of subject process.	2. Receive and check the completeness of the Subject Offering Form. Proceed and encode the requested subject to the BASC Campus Management System.	None	9 Minutes	*Staff* MIS Office

3. Get confirmation that subject has been added.	3. Notify client that subject has been added.	None	1 Minute	*Staff* MIS Office
TOTAL		None	30 Minutes	

*Request for Subject Offering qualified for multi-stage process.

12. Processing of Request for Leave of Absence (LOA)

This process allows students to apply for a Leave of Absence (LOA) if they need to temporarily discontinue their studies due to valid reasons such as health concerns, personal circumstances, or financial difficulties.

Office or Division:	Office of the College Registrar (OCR)
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Regular and Irregular Students
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Accomplished Student's Leave of Absence Request Form (1 original copy)	OCR
Attachment for LOA • Medical Certificate (if reason is medical-related) • Military Training Letter (if applicable)	The client will provide
Letter of Parent/Guardian (with Signature) (original copy)	The client will provide
Parent's/Guardian's ID (with 3 signatures) (1 photocopy for submission)	The client will provide

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE

1. Secure the Student's Leave of Absence Request Form and complete the necessary information and signatures, and provide proof/s as an attachment to the request.	1. Receive and check the completeness of the Student's Leave of Absence Request Form and determine of the student has a valid reason in applying for the Leave of Absence.	None	15 minutes	*Staff at the Window* Office of the College Registrar
2. Proceed to the OCR and present the duly signed Student's Leave of Absence Request Form. Wait for a copy of the Student's Leave of Absence Request Form.	2. Receive and check the completeness of the Student's Leave of Absence Request Form. Proceed to process the request and provide a copy of the Student's Leave of Absence Request Form to the student.	None	2 Minutes	*Staff at the Window* Office of the College Registrar
3. Proceed to OSAS-Student Welfare Services Unit at the 2nd Floor of OSAS Building to receive counseling service.	3. Provide counseling service to client.	None	30 Minutes	*Guidance Counselor* OSAS-SWSU
3. Write down the transaction	4. File the Leave of	None	2 Minutes	*Staff at the Window*

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details on the log sheet.	Absence Form			Office of the College Registrar
	TOTAL	None	49 Minutes	
Request for Leave of Absence qualified for multi-stage process.				

Office of the College Registrar (OCR)

Internal Services

1. Processing of Request for Document

This service allows students, alumni, and other stakeholders, as well as current employees of the College who are alumni of BASC, to request official documents such as transcripts of records, certifications, diplomas, and other academic or administrative records.

Office or Division:	Office of the College Registrar (OCR)
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Regular Students, BASC Alumni including current employees of BASC who are alumni of the College

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Accomplished Clearance Form (1 original copy	Program Chairs and OCR
Accomplished Application Slip with Claim Stub (1 original copy)	OCR
Duly Signed Authorization Letter (if request is thru a representative) (1 original copy)	The client will provide

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure the Application Slip and fill out the necessary details	1.1 Receive the Application Slip the review and process the document request. Determine the needed attachment for the document request (Clearance Form, Authorization Letter, Clear photocopy of document)	None	5 Minutes	*Staff at the Window* Office of the College Registrar
	1.2 Determine the amount to be paid and sign the Application Slip	None	2 Minutes	*Staff at the Window* Office of the College Registrar

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2. Proceed to the Cashier's Office and pay the required fees	2. Process the payment and issue Official Receipt of Payment (OR)	Transcript of Records - PHP100.00 per page Reconstituted Diploma - PHP200.00 Form 137, Certificate of Registration, Certificate of Graduation, Certificate of Enrollment, Report of Grade, Certificate of Grades, Authentication / Certified True Copy, Honorable Dismissal, Evaluation, CAV and Medium of Instruction - PHP20.00 per document	5 Minutes	*Staff at the window* Cashiering Unit
3. Return the Application Slip and Official Receipt of Payment to the OCR and wait for the document release or the claim stub	3. Receive the Application Slip and Official Receipt of Payment. Determine if processing time for the document request: *TOR, CAV, Form 137, Evaluation, ROG with	None	5 Minutes	*Staff at the Window* Office of the College Registrar

| | GWA and other certificates that needs verification -3 working days

Reconstituted Diploma -15 working days

Certificate of Registration, Certificate of Enrollment, Certificate of Graduation, Certificate of Grades, Report of Grades, Authentication / Certified True Copy and digitally available documents -same day release

If the requested document will be released at a later date, issue the claim stub

If the requesting and receiving person is not the student/alumni reflected on | | | |
|---|---|---|---|---|

	the Application Slip, request for an Authorization Letter and photocopy of the IDs of both individuals before releasing the document		
	TOTAL	Transcript of Records - PHP100.00 per page Reconstituted Diploma - PHP200.00 Form 137, Certificate of Registration, Certificate of Graduation, Certificate of Enrollment, Report of Grade, Certificate of Grades, Authentication / Certified True Copy, Honorable Dismissal, Evaluation, CAV and Medium of Instruction - PHP20.00 per document	17 Minutes	

Processing of Document Request qualified for multi-stage process.

Office of the College Librarian (OCL)

External Services

1. Request for Use of Library Resources and Services to Visiting Researchers

This service allows the provision of library services and resources to visiting researchers.

Office or Division:	College Library – Main Campus
Classification:	Simple
Type of Transaction	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business
Who may Avail:	All visiting researchers from other organizations/ agencies

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Letter/Letter of Intent		The client will provide		
Government-issued Identification Card or Company ID (1 original)		BIR, PRC, SSS, PhilHealth, Pag-ibig, PSA, DFA, DSWD, COMELEC		
CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements at the Learning Commons Information Desk located at the Ground Floor of the College Library.	1. Evaluate the requirements and issue the Order of Payment, if all required documents were given.	None	3 Minutes	*College Librarian III* Office of the Librarian
2. Fill out Order of Payment	2. Instruct the client to proceed to the Cashiering Unit located on the right wing of the Administration Building, for payment.	None	5 Minutes	*College Librarian III* Office of the Librarian
3. Pay the Visitor's fee at the Cashiering Unit by showing the Order of Payment.	3. Accept payment and issue Official Receipt.	PHP30.00	2 Minutes 5 Minutes (transition from Library to Cashier's Office)	*Administrative Assistant III* Cashiering Unit

*Make sure to secure the Official Receipt that will be issued upon payment				
4. Submit the Official Receipt at the Learning Commons Information Desk.	4. Accept and record the Official Receipt Number in the request letter.	None	3 Minutes	*College Librarian III* Office of the Librarian
5. Log the required information in the Visitor's Attendance Log Sheet, leave bags (if any) at the depository counter, and proceed to the Circulation Section.	5. Assist the user with their information needs.	None	1 Hour	*College Librarian III* Office of the Librarian
6. Return library material/s after use at the Circulation Counter.	6. Receive library material/s.	None	2 Minutes	*Support Staff* Office of the Librarian
	TOTAL	PHP30.00	1 Hour, 20 Minutes	

2. Request for Issuance of a Library Card for Freshmen Students

This service allows freshmen students to request the issuance of a library card ensuring access to library services and resources.

Office or Division:	College Library – Main Campus
Classification:	Simple
Type of Transaction	G2C- Government to Citizen
Who may Avail:	All Newly Enrolled/Freshmen Undergraduate Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE

Certificate of Registration (COR) (1 original copy)	Office of the College Registrar – Windows 2,3,4,6,7 & 8
1x1 Colored Picture (1 piece)	The client will provide
Accomplished Library Card Application Form	College Main Library (Ground Floor) – Learning Commons Information Desk
Library Registration System	College Main Library (Ground Floor) – Learning Commons Information Desk

CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements at the Learning Commons Information Desk located at the Ground Floor of the College Library.	1. Receive, evaluate the requirements, and inform the student to fill out the Library Card Application Form and register in the Library Registration System, if all required documents were given.	None	3 Minutes	*Support Staff* Office of the Librarian
2.Accomplish Library Card Application Form and register in the Library Registration System at the Learning Commons Information Desk.	2. Assist the student in filling out the Library Card Application Form and in completing the registration process in the Library Registration System.	None	10 Minutes	*Support Staff* Office of the Librarian
3. Submit the accomplished Library Card Application Form and	3. Receive the accomplished Library Card Application Form and	None	2 Minutes	*Support Staff* Office of the Librarian

inform the support staff-in-charge that registration has been completed.	verify the student's registration against the COR.			
4. Wait until the library card is printed.	4.1 Generate and print the library card 4.2 Instruct the student to sign the library card.	None	12 Minutes	*Support Staff* Office of the Librarian
5. Sign and submit the library card to the staff-in-charge.	5. Accept, laminate, and issue the processed library card.	None	5 Minutes	*Support Staff* Office of the Librarian
6. Receive the library card and log into the Logbook of Issued Library Card at the Learning Commons Information Desk.	6. Inform student to log into the Logbook of Issued Library Card at the Learning Commons Information Desk.	None	3 Minutes	*Support Staff* Office of the Librarian
	TOTAL	None	35 Minutes	

3. Request for Renewal of a Library Card for Returning Students

This service allows returning students to renew their library card ensuring continued access to library services and resources.

Office or Division:	College Library – Main Campus			
Classification:	Simple			
Type of Transaction	G2C- Government to Citizen			
Who may Avail:	All Officially Enrolled Returning Undergraduate Students			
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**			
Certificate of Registration (COR) (1 original copy)	Office of the Registrar – Windows 2,3,4,6,7 & 8			
Old library card	The client will provide			
Validation Sticker	College Main Library (Ground Floor) – Learning Commons Information Desk			
CLIENT STEPS	**AGENCY ACTION**	**FEES TO PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present requirements at the Learning Commons Information Desk located at the Ground Floor of the College Library.	1.1 Receive and evaluate the requirements, then verify the records in KOHA ILS.	None	2 Minutes	*Support Staff* Office of the Librarian
	1.2 If there is no record in the KOHA ILS, instruct the student to register. If there is a record, renew.	None	3 Minutes	*Support Staff* Office of the Librarian
	1.3 Issue a validation sticker.	None	5 Minutes	*Support Staff* Office of the Librarian
2. Receive a validation sticker.	2. Instruct the student to log into the system.	None	2 Minutes	*Support Staff* Office of the Librarian
3. Log into the system.	3. Maintain records.	None	3 Minutes	*Support Staff* Office of the Librarian
	TOTAL	None	15 Minutes	

4. Request for Replacement of Shifted Courses, Lost, and Damaged Library Card

This service allows students shifting from one degree to another, as well as those who lost or damaged their Library Cards to obtain replacement ensuring continued access to library services and resources.

Office or Division:	College Library – Main Campus			
Classification:	Simple			
Type of Transaction	G2C- Government to Citizen			
Who may Avail:	All Officially Enrolled Undergraduate Students			
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**			
Certificate of Registration (COR) (1 original copy)	Office of the College Registrar – Window 2,3,4,6,7 & 8			
1x1 Colored Picture (1 piece)	The client will provide			
For Shifting Courses: Old library card	College Library			
Accomplished Library Card Replacement Request Form (1 original copy)	College Main Library – Learning Commons Information Desk			
CLIENT STEPS	**AGENCY ACTION**	**FEES TO PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present requirements at the Learning Commons Information Desk located at the Ground Floor of the College Library.	1.1 Receive and evaluate the requirements, and inform the student to fill out the Library Card Replacement Request Form.	None	3 Minutes	*Support Staff* Office of the Librarian
	1.2 Issue order of payment, if all required documents were given, and instruct student to pay the replacement	None	2 Minutes	*Support Staff* Office of the Librarian

	fee at the Cashiering Unit located at the right wing of the Administration Building.			
2. Pay the replacement fee at the Cashier's Office by showing the Order of Payment. *Make sure to secure the Official Receipt that will be issued upon payment and log in to the system.	2. Accept payment and Issue Official Receipt.	PHP50.00	2 Minutes 5 Minutes (transition from Library to Cashier's Office)	*Staff* Cashiering Unit
3. Submit the Official Receipt at the Learning Commons Information Desk.	3. Accept the Official Receipt and record the Official Receipt No. in the Logbook of Issued Library Card.	None	3 Minutes	*Support Staff* Office of the Librarian
4. The student will wait until the library card is printed.	4.1 Generate and print the library card. 4.2 Instruct the student to sign the library card.	None None	8 Minutes 4 Minutes	*Support Staff* Office of the Librarian *Support Staff* Office of the Librarian
5. Sign and submit the library card to	5. Accept, laminate, and issue the	None	5 Minutes	*Support Staff* Office of the Librarian

the staff-in-charge.	processed library card.			
6. Receive the library card and log into the Logbook of Issued Library Card at the Learning Commons Information Desk.	6. Inform student to log into the Logbook of Issued Library Card at the Learning Commons Information Desk.	None	3 Minutes	*Support Staff* Office of the Librarian
	TOTAL	PHP50.00	35 Minutes	

5. Onsite Request for Certificate of No Duplication of Thesis Title

This service verifies the originality of a thesis title, by assuring that it has not been previously used or duplicated. The certificate serves as an official documentation to support the uniqueness of the proposed thesis topic. This service is provided onsite or online.

Office or Division:	College Library – Main Campus			
Classification:	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may Avail:	All Undergraduate Students Enrolled in Thesis Writing			
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**			
Validated Library Card	Main Library– Learning Commons Information Desk			
Thesis Title Proposal Matrix (I original copy)	The client will provide			
Duly Signed Certificate of No Duplication of Thesis Title (1 original copy)	Main Library– Learning Commons Information Desks			
CLIENT STEPS	**AGENCY ACTION**	**FEES TO PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**

1. Present the requirements at the Learning Commons Information Desk located at the Ground Floor of the College Library.	1. Receive and review the details of the requirement.	None	3 Minutes	*Support Staff* Office of the Librarian
2. The student will wait until the proposed thesis title is evaluated.	2. Check the proposed thesis title against the existing records to determine duplication. *If duplication is found, inform the client, and advise the revision of the title. *If no duplication is found, prepare the Certificate of No Duplication of thesis Title and forward to the College Librarian for signature.	None	10 Minutes (Applicable whether or not duplication is found)	*Support Staff* Office of the Librarian
3.Receive the signed Certificate of No Duplication of Thesis Title.	3. Release the signed Certificate to the student and record in the Issued Certificate of No Duplication database.	None	3 Minutes	*Support Staff* Office of the Librarian
	TOTAL	None	16 Minutes	

6. Online Request for Certificate of No Duplication of Thesis Title

This service verifies the originality of a thesis title, by assuring that it has not been previously used or duplicated. The certificate serves as an official documentation to support the uniqueness of the proposed thesis topic. This service is provided onsite or online.

Office or Division:	College Library – Main Campus			
Classification:	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may Avail:	All Undergraduate Students Enrolled in Thesis Writing			
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**			
Validated Library Card	Main Library and Graduate Studies Library – Learning Commons Information Desk			
Thesis Title Proposal Matrix (1 original copy)	Students			
Signed Certificate of No Duplication of Thesis Title (1 original copy)	Main Library– Learning Commons Information Desks			
CLIENT STEPS	**AGENCY ACTION**	**FEES TO PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the copies of requirement via the Official Library Facebook Page – Bulacan Agricultural State College - MAIN Library or via email at library@basc.edu.ph.	1. Acknowledge receipt of the request and review the submitted documents	None	3 Minutes	*Support Staff* Office of the Librarian
2.The client will wait for the result of the evaluation via Messenger or email updates.	2. Check the proposed thesis title against the existing records to determine duplication and update clients	None	10 Minutes (Applicable whether or not duplication is found)	*Support Staff* Office of the Librarian

	via Messenger or email. *If a duplicate is found, inform the client, and advise the revision of the title. *If no duplicate is found, prepare the Certificate of No Duplication of thesis Title and forward to the College Librarian for approval and attachment of e-signature.			
3. Download the approved Certificate of No Duplication of Thesis Title.	3.Send the signed certificate via Messenger or email and record in the Issued Certificate of No Duplication database.	None	3 Minutes	*Support Staff* Office of the Librarian
TOTAL		None	16 Minutes	

7. Request for Use of Library Audiovisual Room (AVR)

This service allows access to the library's media facilities, resources, and equipment for academic and institutional activities such as conferences, seminars, group discussions, meetings, and film viewing organized as library activities.

Office or Division:	College Library – Main Campus
Classification:	Simple
Type of Transaction	G2C – Government to Citizen

Who may Avail:		All Officially Enrolled Undergraduate and Graduate Students of BASC		
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Letter of Intent (2 original copies)		Students		
Valid Identification Card (School ID)		Office of Student Affairs and Services (OSAS)		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the requirements at the Internet Room-Information Desk located at the Ground Floor of the College Library.	1. Receive, evaluate the requirements, and check the availability of the AVR.

If available, record the approved request in google calendar and remind the client to return on the scheduled date.

If not available, inform the client of the unavailability and suggest an alternative schedule if possible. | None | 3 Minutes | *Support Staff* Office of the Librarian |
| 2. Receive the approved letter of intent. | 2. File a copy of the request and maintain records | None | 2 Minutes | *Support Staff* Office of the Librarian |
| | **TOTAL** | None | 5 Minutes | |

8. Request for Referral Service

This service is provided to all officially enrolled students of the College, faculty members and staff of the institution who may wish to read and make use of library materials from the other libraries.

Office or Division:	College Library – Main Campus			
Classification:	Simple			
Type of Transaction	G2C – Government to Citizen G2G – Government to Government			
Who may Avail:	All Officially Enrolled Undergraduate Students of BASC			
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**			
Students' ID (1 original copy)	Office of the Student Affairs and Services (OSAS)			
Accomplished Referral Request Form (1 original copy)	College Main Library – Learning Commons Section- Information Desks			
Signed Referral Letter (1 original copy)	College Main Library – Learning Commons Section- Information Desks			
CLIENT STEPS	**AGENCY ACTION**	**FEES TO PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the requirement at the Learning Commons Section located at the Ground Floor of the College Library.	1. Receive, verify requirements and instruct the client to fill out Referral Request Form	None	3 Minutes	*Support Staff* Office of the Librarian
2. Accomplish and submit Referral Request Form to the library staff-in-charge.	2. Review the details of the form, prepare two copies of referral letter and forward to the Head Librarian for signature.	None	5 Minutes	*Support Staff* Office of the Librarian
3. Receive one signed copy of the referral letter.	3. Release and file the other copy of the signed referral letter for records.	None	2 Minutes	*Support Staff* Office of the Librarian
TOTAL		None	10 Minutes	

Graduate Studies Library

1. Request for Use of Library Resources and Services to Visiting Researchers

This service allows the provision of Library Services and Resources to Visiting Researchers

Office or Division:	Graduate Studies Library
Classification:	Simple
Type of Transaction	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business
Who may Avail:	All Visiting Researchers
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Referral Letter / Letter of Intent (1 original copy)	The client will provide
Government-issued Identification Card or Company/School ID (1 photocopy)	BIR, PRC, SSS, PhilHealth, Pag-ibig, PSA, DFA, DSWD, COMELEC, Client's Company/School

CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements at the Information Desk of the Graduate Studies Library.	1. Evaluate the requirements and Issue the Order of Payment, if all required documents were given.	None	3 Minutes	*Graduate Studies Librarian* Office of the Librarian
2. Fill out Order of Payment.	2. Instruct the client to proceed to the Cashier's Office for payment.	None	5 Minutes	*Graduate Studies Librarian* Office of the Librarian
3. Pay the Visitor's fee at the Cashier's Office by showing the Order of Payment. *Make sure to secure the Official Receipt that will be	3. Accept payment and Issue Official Receipt.	PHP30.00	2 Minutes 20 Minutes (transition from GS library to Cashiering Unit)	*Administrative Assistant III* Cashiering Unit

issued upon payment.				
4. Submit the Official Receipt at the Information Desk.	4. Accept and record the Official Receipt Number in the request letter.	None	3 Minutes	*Graduate Studies Librarian* Office of the Librarian
5. Log the required information in the Visitor's Attendance Log sheet, leave bags at the depository counter, and proceed to the reading area of the Library.	5. Assist the client with their information needs.	None	1 Hour	*Graduate Studies Librarian* Office of the Librarian
6. Return library material/s after use at the Information Desk.	6. Receive library material/s.	None	5 Minutes	*Graduate Studies Librarian* Office of the Librarian
TOTAL		PHP30.00	1 Hour, 38 Minutes	

2. Request for Issuance of a Library Card for Freshmen Students

This service allows freshmen students to request the issuance of a library card ensuring access to library services and resources.

Office or Division:	Graduate Studies Library
Classification:	Simple
Type of Transaction	G2C- Government to Citizen
Who may Avail:	All Officially Enrolled Graduate Students of BASC
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Certificate of Registration (COR) (1 original copy)	Office of the College Registrar – Windows 2,3,4,6,7 & 8
1x1 Colored Picture (1 piece)	The client will provide

		Graduate Studies Library - Information Desk		
Accomplished Library Card Application Form (1 original copy)				
Library Registration System		Graduate Studies Library - Information Desk		
CLIENT STEPS	**AGENCY ACTION**	**FEES TO PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present requirements at the Information Desk of the Graduate Studies Library.	1. Receive, evaluate the requirements, and inform the student to fill out the Library Card Application Form and register in the Library Registration System if all required documents were given.	None	3 Minutes	*Graduate Studies Librarian* Office of the Librarian
2.Accomplish Library Card Application Form and register in the Library Registration System at the Information Desk.	2. Assist the student in filling out the Library Card Application Form and completing the registration process in the Library Registration System.	None	10 Minutes	*Graduate Studies Librarian* Office of the Librarian
3. Submit the accomplished Library Card Application Form and inform the librarian that registration has	3. Receive the accomplished Library Card Application Form and verify the student's registration	None	2 Minutes	*Graduate Studies Librarian* Office of the Librarian

been completed.	against the COR.			
4. The student will wait until the library card is printed.	4. Generate and print the library card 4.1 Instruct the student to sign the library card.	None	12 Minutes	*Graduate Studies Librarian* Office of the Librarian
5. Sign and submit the library card to the librarian.	5. Accept, laminate, and issue the processed library card.	None	5 Minutes	*Graduate Studies Librarian* Office of the Librarian
6. Receive the library card and log into the Logbook of Issued Library Card at the Information Desk.	6. Inform student to log into the Logbook of Issued Library Card.	None	3 Minutes	*Graduate Studies Librarian* Office of the Librarian
TOTAL		None	35 Minutes	

3. Request for Renewal of a Library Card for Returning Students

This service allows returning students to renew their library card ensuring continued access to library services and resources.

Office or Division:	Graduate Studies Library
Classification:	Simple
Type of Transaction	G2C- Government to Citizen
Who may Avail:	All Officially Enrolled Graduate Students of BASC
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Registration (COR) (1 original copy)	Office of the Registrar – Windows 2,3,4,6,7 & 8
Old library card (original copy)	College Library
Validation Sticker	Graduate Studies Library – Information Desk

CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements at the Information Desk of the Graduate Studies Library.	1. Receive and evaluate the requirements, then verify the records in KOHA ILS. 1.1. If there is no record in the KOHA ILS, instruct the student to register. 1.2. If there is a record, renew. 1.3. Issue a validation sticker.	None	10 Minutes (Applicable whether client has record or not.)	*Graduate Studies Librarian* Office of the Librarian
2. Receive a validation sticker.	2. Instruct the student to log into the system.	None	2 Minutes	*Graduate Studies Librarian* Office of the Librarian
3. Log into the system	3. Maintain records.	None	3 Minutes	*Graduate Studies Librarian* Office of the Librarian
	TOTAL:	None	15 Minutes	

4. Request for Replacement of Shifted Courses, Lost, and Damaged Library Card

This service allows students shifting from one degree to another, as well as lost or damaged Library Card to obtain replacement ensuring continued access to library services and resources.

Office or Division:	Graduate Studies Library
Classification:	Simple
Type of Transaction	G2C- Government to Citizen
Who may Avail:	All Officially Enrolled Graduate Students of BASC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Certificate of Registration (COR) (1 original copy)	Office of the Registrar – Window 2,3,4,6,7 & 8			
1x1 Colored Picture (1 piece)	The client will provide			
Old library card *Shifting courses	College Library			
Accomplished Library Card Replacement Request Form	Graduate Studies Library– Information Desk			
CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements at the Information Desk located at the Graduate Studies Library.	1.1 Receive and evaluate the requirements.	None	1 Minute	*Graduate Studies Librarian* Office of the Librarian
	1.2 Inform the student to fill out the Library Card Replacement Request Form.	None	1 Minute	
	1.3 Issue order of payment, if all required documents were given.	None	2 Minutes	
	1.4 Instruct student to pay the replacement fee at the Cashiering Unit.	None	1 Minute	
2. Pay the replacement fee at the Cashier's Office by showing the Order of Payment. *Make sure to secure the	2. Accept payment and Issue Official Receipt.	PHP50.00	2 Minutes 20 Minutes (transition from GS library to Cashiering Unit)	*Administrative Assistant III* Cashiering Unit

Official Receipt that will be issued upon payment and log in to the system.				
3. Submit the Official Receipt at the Information Desk.	3. Accept the Official Receipt and record the Official Receipt No. in the Logbook of Issued Library Card.	None	3 Minutes	*Graduate Studies Librarian* Office of the Librarian
4. The student will wait until the library card is printed.	4.1 Generate and print the library card. 4.2 Instruct the student to sign the library card.	None None	10 Minutes 2 Minutes	*Graduate Studies Librarian* Office of the Librarian
5. Sign and submit the library card to the librarian.	5. Accept, laminate, and issue the processed library card.	None	5 Minutes	*Graduate Studies Librarian* Office of the Librarian
6. Receive the library card and log into the Logbook of Issued Library Card at the Information Desk.	6. Inform student to log into the Logbook of Issued Library Card at the Information Desk.	None	3 Minutes	*Graduate Studies Librarian* Office of the Librarian
	TOTAL	PHP50.00	50 Minutes	

5. Onsite Request for Certificate of No Duplication of Thesis/Dissertation Title

This service verifies the originality of a thesis/dissertation title, by assuring that it has not been previously used or duplicated. The certificate serves as an official documentation to support the uniqueness of the proposed thesis topic. This service is provided onsite or online.

Office or Division:	Graduate Studies Library
Classification:	Simple
Type of Transaction	G2C – Government to Citizen
Who may Avail:	All Graduate Students of BASC Enrolled in Thesis/ Dissertation Writing

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Library Card (original copy)	Graduate Studies Library– Information Desk
Thesis Title Proposal Matrix (1 original copy)	The client will provide
Signed Certificate of No Duplication of Thesis/ Dissertation Title (1 original copy)	Graduate Studies Library– Information Desk

CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements at the Information Desk located at the Graduate Studies Library.	1. Receive and review the details of the requirement.	None	3 Minutes	*Graduate Studies Librarian* Office of the Librarian
2. The student will wait until the proposed thesis title is evaluated.	2.1 Check the proposed thesis title against the existing records to determine duplication 2.2 If duplication is found, inform the client, and advise the revision of the title.	None	10 Minutes (Applicable whether or not duplication is found.)	*Graduate Studies Librarian* Office of the Librarian

	2.3 If no duplication is found, prepare the Certificate of No Duplication of Thesis/ Dissertation Title.			
3.Receive the signed Certificate of No Duplication of Thesis/ Dissertation Title.	3. Release the signed Certificate to the student and record in the Issued Certificate of No Duplication database	None	3 Minutes	*Graduate Studies Librarian* Office of the Librarian
	TOTAL	None	16 Minutes	

6. Online Request for Certificate of No Duplication of Thesis/Dissertation Title

This service verifies the originality of a thesis/dissertation title, by assuring that it has not been previously used or duplicated. The certificate serves as an official documentation to support the uniqueness of the proposed thesis topic. This service is provided onsite or online.

Office or Division:	Graduate Studies Library
Classification:	Simple
Type of Transaction	G2C – Government to Citizen
Who may Avail:	All Graduate Students of BASC Enrolled in Thesis/ Dissertation Writing
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Validated Library Card (original copy)	Graduate Studies Library– Information Desk
Thesis Title Proposal Matrix (1 original copy)	The client will provide
Signed Certificate of No Duplication of Thesis/Dissertation Title (1 original copy)	Graduate Studies Library– Information Desk

CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE

1.Submit the copies of requirement via the Official Library Facebook Page – Bulacan Agricultural State College - MAIN Library or via email at bascgslib@gmail.com.	1. Acknowledge receipt of the request and review the submitted documents	None	3 Minutes	*Graduate Studies Librarian* Office of the Librarian
2.The client will wait for the result of the evaluation via Messenger or email updates.	2.1 Check the proposed thesis title against the existing records to determine duplication and update clients via Messenger or email. 2.2 If a duplicate is found, inform the client, and advise the revision of the title. 2.2 If no duplicate is found, prepare the Certificate of No Duplication of Thesis/ Dissertation Title.	None	10 Minutes (Applicable whether or not duplication is found.)	*Graduate Studies Librarian* Office of the Librarian
3. Download the approved Certificate of No Duplication of Thesis/	3. Send the signed certificate via Messenger or email and record in the Issued	None	3 Minutes	*Graduate Studies Librarian* Office of the Librarian

Dissertation Title.	Certificate of No Duplication database.			
TOTAL		None	16 Minutes	

7. Request for Referral Service

This service is provided to all enrolled graduate students, faculty members and staff of the institution who may wish to read and make use of library materials from the other libraries.

Office or Division:	Graduate Studies Library
Classification:	Simple
Type of Transaction	G2C – Government to Citizen G2G – Government to Government
Who may Avail:	All Officially Enrolled Graduate Students
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Students' ID	Office of the Student Affairs and Services (OSAS)
Accomplished Referral Request Form	Graduate Studies Library- Information Desks
Signed Referral Letter	Graduate Studies Library- Information Desks

CLIENT STEPS	**AGENCY ACTION**	**FEES TO PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the requirement at the Information Desk located at the at the Graduate Studies Library.	1. Receive, verify requirements and instruct the client to fill out Referral Request Form	None	3 Minutes	*Graduate Studies Librarian* Office of the Librarian
2. Accomplish and submit Referral Request Form to the librarian	2. Review the details of the form, prepare two copies of referral letter and forward to the Head Librarian for signature	None	5 Minutes	*Graduate Studies Librarian* Office of the Librarian
3. Receive one signed copy of	3. Release and file the other copy of the	None	2 Minutes	*Graduate Studies Librarian* Office of the Librarian

the referral letter	signed referral letter for records			
TOTAL:		None	10 Minutes	

College of Agriculture and Graduate School of Agriculture (CAGSA)
Library

1. Request for Use of Library Resources and Services to Visiting Researchers

This service allows the provision of Library Services and Resources to visiting researchers at the College of Agriculture and Graduate School of Agriculture (CAGSA) Library.

Office or Division:	College of Agriculture and Graduate School of Agriculture (CAGSA) Library
Classification:	Simple
Type of Transaction	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business
Who may Avail:	Visiting Researchers

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Referral Letter / Letter of Intent (1 original copy)	Citizen or Client Requesting Institution/Agency
Government-issued Identification Card (1 photocopy) or Company/School ID	BIR, PRC, SSS, PhilHealth, Pag-ibig, PSA, DFA, DSWD, COMELEC, Client's Company or School

CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements at the Information Desk of the College of Agriculture and Graduate School of Agriculture (CAGSA) Library.	1. Evaluate the requirements and Issue the Order of Payment, if all required documents were given.	None	3 Minutes	*College Librarian I* Office of the Librarian
2. Fill out Order of Payment	2. Instruct the client to proceed to the Cashier's Office for payment	None	5 Minutes	*College Librarian I* Office of the Librarian

3. Pay the Visitor's fee at the Cashier's Office by showing the Order of Payment. *Make sure to secure the Official Receipt that will be issued upon payment.	3. Accept payment and Issue Official Receipt	PHP30.00	2 Minutes Cashier's Office (30 minutes transition from library to Cashier's Office)	*Administrative Assistant III* Cashier's Office
4. Submit the Official Receipt at the Information Desk.	4. Accept and record the Official Receipt No. in the request letter.	None	3 Minutes	*College Librarian I* Office of the Librarian
5. Log the required information in the Visitor's Attendance Log sheet, leave bags at the depository counter, and proceed to the reading area of the library	5. Assist the user with their information needs	None	1 Hour	*College Librarian I* Office of the Librarian
6. Return library material/s after use at the Information Desk	6. Receive library material/s and issue a Client Satisfaction Survey Form to the user	None	5 Minutes	*College Librarian I* Office of the Librarian
7. Accomplish and submit the Client Satisfaction Survey Form to	7. Receive and file the accomplished form	None	3 Minutes	*College Librarian I* Office of the Librarian

the librarian at the Information Desk				
TOTAL		PHP30.00	1 Hour, 51 Minutes	

2. Request for Renewal of a Library Card for Returning Students

This service allows returning students to renew their library card ensuring continued access to library services and resources.

Office or Division:	College of Agriculture and Graduate School of Agriculture (CAGSA) Library			
Classification:	Simple			
Type of Transaction	G2C- Government to Citizen			
Who may Avail:	All Officially Enrolled Returning Undergraduate Students			
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**			
Certificate of Registration (COR) (1 original copy)	Office of the Registrar – Windows 2,3,4,6,7 & 8			
Old library card (original copy)	CAGSA Library			
Validation Sticker	CAGSA Library – Information Desk			
CLIENT STEPS	**AGENCY ACTION**	**FEES TO PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present requirements at the Information Desk of the College of Agriculture and Graduate School of Agriculture (CAGSA) Library.	1.1 Receive and evaluate the requirements, then verify the records in KOHA ILS. 1.2. If there is no record in the KOHA ILS, instruct the student to register. 1.3 If there is a record, renew.	None	10 Minutes	*College Librarian I* Office of the Librarian

	1.4 Issue a validation sticker.			
2. Receive a validation sticker	2. Instruct the student to log into the system	None	2 Minutes	*College Librarian I* Office of the Librarian
3. Log into the system	3. Maintain records.	None	3 Minutes	*College Librarian I* Office of the Librarian
	TOTAL	None	15 Minutes	

3. Onsite Request for Certificate of No Duplication of Thesis Title

This service verifies the originality of a thesis title, by assuring that it has not been previously used or duplicated. The certificate serves as an official documentation to support the uniqueness of the proposed thesis topic. This service is provided onsite or online.

Office or Division:	College of Agriculture and Graduate School of Agriculture (CAGSA) Library			
Classification:	Simple			
Type of Transaction	G2C – Government to Citizen			
Who may Avail:	All Undergraduate Students Enrolled in Thesis Writing			
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**			
Validated Library Card (original copy)	CAGSA Library– Information Desk			
Thesis Title Proposal Matrix	The client will provide			
Signed Certificate of No Duplication of Thesis Title	CAGSA Library – Information Desk			
CLIENT STEPS	**AGENCY ACTION**	**FEES TO PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present the requirements at the Information Desk of the College of Agriculture and Graduate School of Agriculture	1. Receive and review the details of the requirement.	None	3 Minutes	*College Librarian I* Office of the Librarian

(CAGSA) Library.				
2. The student will wait until the proposed thesis title is evaluated.	2.1 Check the proposed thesis title against the existing records to determine duplication 2.2 If duplication is found, inform the client, and advise the revision of the title. 2.3 If no duplication is found, prepare the Certificate of No Duplication of thesis Title	None	10 Minutes	*College Librarian I* Office of the Librarian
3.Receive the signed Certificate of No Duplication of Thesis Title	3. Release the signed Certificate to the student and record in the Issued Certificate of No Duplication database	None	3 Minutes	*College Librarian I* Office of the Librarian
	TOTAL	None	16 Minutes	

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4. Online Request for Certificate of No Duplication of Thesis Title

This service verifies the originality of a thesis title, by assuring that it has not been previously used or duplicated. The certificate serves as an official documentation to support the uniqueness of the proposed thesis topic. This service is provided onsite or online.

Office or Division:	College of Agriculture and Graduate School of Agriculture (CAGSA) Library
Classification:	Simple
Type of Transaction	G2C – Government to Citizen
Who may Avail:	All Undergraduate and Graduate Students Enrolled in Thesis Writing

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Validated Library Card (original copy)	CAGSA Library – Information Desk
Thesis Title Proposal Matrix (1 original copy)	The client will provide
Signed Certificate of No Duplication of Thesis Title (1 original copy)	CAGSA Library – Information Desk

CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the copies of requirement via the Official Library Facebook Page – Bulacan Agricultural State College - MAIN Library or via email at basccalibrary@gmail.com	1. Acknowledge receipt of the request and review the submitted documents.	None	3 Minutes	*College Librarian I* Office of the Librarian
2.The client will wait for the result of the evaluation via Messenger or email updates.	2.1 Check the proposed thesis title against the existing records to determine duplication and update clients	None	10 Minutes	*College Librarian I* Office of the Librarian

	via Messenger or email			
	2.2 If a duplicate is found, inform the client, and advise the revision of the title.			
	2.3 If no duplicate is found, prepare the Certificate of No Duplication of thesis Title			
3. Download the approved Certificate of No Duplication of Thesis Title	3. Send the signed certificate via Messenger or email and record in the Issued Certificate of No Duplication database	None	3 Minutes	*College Librarian I* Office of the Librarian
	TOTAL	None	16 Minutes	

5. Request for Referral Service

This service is provided to all enrolled students, faculty members and staff of the institution who may wish to read and make use of library materials from the other libraries.

Office or Division:	College of Agriculture and Graduate School of Agriculture (CAGSA) Library
Classification:	Simple
Type of Transaction	G2C – Government to Citizen
Who may Avail:	All Officially Enrolled Undergraduate Students
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Student ID or	Office of the Student Affairs and Services (OSAS)

Accomplished Referral Request Form (1 original copy)	CAGSA Library - Information Desk
Signed Referral Letter (1 original copy)	CAGSA Library - Information Desk

CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirement at the Information Desk of the College of Agriculture and Graduate School of Agriculture (CAGSA) Library.	1. Receive, verify requirements and instruct the client to fill out Referral Request Form.	None	3 Minutes	*College Librarian I* Office of the Librarian
2. Accomplish and submit Referral Request Form to the librarian.	2. Review the details of the form, prepare two copies of referral letter.	None	5 Minutes	*College Librarian I* Office of the Librarian
3. Receive one signed copy of the referral letter.	3. Release and file the other copy of the signed referral letter for records.	None	2 Minutes	*College Librarian I* Office of the Librarian
	TOTAL	None	10 Minutes	

Institute of Environmental Science and Forestry (IESF) Library

1. Request for Issuance of a Library Card for Freshmen Students

This service allows freshmen students of BASC-DRT Campus to request the issuance of a library card ensuring access to library services and resources.

Office or Division:	Institute of Environmental Science and Forestry Library			
Classification:	Simple			
Type of Transaction	G2C- Government to Citizen			
Who may Avail:	All Officially Enrolled Freshmen Students			
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**			
Certificate of Registration (COR) (1 original copy)	Office of the Campus Registrar – Window 1			
1x1 Colored Picture (1 piece)	All Officially Enrolled Students			
Accomplished Library Card Application Form (1 original copy)	BASC- DRT Campus Library – Information Desk			
CLIENT STEPS	**AGENCY ACTION**	**FEES TO PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present requirements at the Information Desk of the DRT Campus Library.	1. Receive, evaluate the requirements, and inform the student to fill out the Library Card Application Form and register in the Automated Library Attendance, if all required documents were given.	None	3 Minutes	*Library-in-Charge* Office of the Librarian
2. Accomplish Library Card Application Form and register in the Automated Library Attendance at the Information Desk of the	2. Assist the student in filling out the Library Card Application Form and completing the registration process in the Automated	None	10 Minutes	*Library-in-Charge* Office of the Librarian

DRT Campus Library.	Library Attendance.			
3. Submit the accomplished Library Card Application Form and inform the library-in-charge that registration has been completed.	3. Receive the accomplished Library Card Application Form and verify the student's registration against the COR.	None	2 Minutes	*Library-in-Charge* Office of the Librarian
4. The student will wait until the library card is printed.	4.1 Generate and print the library card.	None	9 Minutes	*Library-in-Charge* Office of the Librarian
	4.2 Instruct the student to sign the library card.	None	3 Minutes	*Library-in-Charge* Office of the Librarian
5. Sign and submit the library card to the library-in-charge.	5. Accept, laminate, and issue the processed library card.	None	5 Minutes	*Library-in-Charge* Office of the Librarian
6. Receive the library card and log into the Logbook of Issued Library Card at the Information Desk of the DRT Campus Library.	6. Inform student to log into the Logbook of Issued Library Card at the Information Desk of the DRT Campus Library.	None	3 Minutes	*Library-in-Charge* Office of the Librarian
	TOTAL	None	35 Minutes	

2. Request for Renewal of a Library Card for Returning Students

This service allows returning students of BASC-DRT Campus to renew their library card ensuring continued access to library services and resources.

Office or Division:	Institute of Environmental Science and Forestry Library			
Classification:	Simple			
Type of Transaction	G2C- Government to Citizen			
Who may Avail:	All Officially Enrolled Freshmen Students			
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**			
Certificate of Registration (COR) (1 original copy)	Office of the Campus Registrar – Window 1			
Old library card (original copy)	BASC- DRT Campus Library			
Validation Sticker (1 original copy)	BASC- DRT Campus Library – Information Desk			
CLIENT STEPS	**AGENCY ACTION**	**FEES TO PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present requirements at the Information Desk of the DRT Campus Library.	1. Receive and evaluate the requirements, then issue a validation sticker.	None	5 Minutes	*Library-in-Charge* Office of the Librarian
2. Receive a validation sticker.	2. Instruct the student to log into the logbook of validated library cards.	None	2 Minutes	*Library-in-Charge* Office of the Librarian
3. Log into the logbook of validated library cards.	3. Maintain records.	None	3 Minutes	*Library-in-Charge* Office of the Librarian
	TOTAL	None	10 Minutes	

3. Request for Replacement of Shifted Courses, Lost, and Damaged Library Card

This service allows students shifting from one degree to another, as well as lost or damaged Library Card to obtain replacement ensuring continued access to library services and resources.

Office or Division:	Institute of Environmental Science and Forestry Library			
Classification:	Simple			
Type of Transaction	G2C- Government to Citizen			
Who may Avail:	All Officially Enrolled Freshmen Students			
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**			
Certificate of Registration (COR) (1 original copy)	Office of the Campus Registrar – Window 1			
1x1 Colored Picture (1 piece)	The client will provide			
Shifting courses: Old Library Card (original copy)	BASC-DRT Campus Library			
Accomplished Library Card Replacement Request Form (1 original copy)	BASC DRT Campus Library – Information Desk			
CLIENT STEPS	**AGENCY ACTION**	**FEES TO PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present requirements at the Information Desk of the DRT Campus Library.	1.1 Receive and evaluate the requirements, and inform the student to fill out the Library Card Replacement Request Form.	None	3 Minutes	*Library-in-Charge* Office of the Campus Librarian
	1.2 Issue order of payment, if all required documents were given, and instruct student to pay	None	2 Minutes	*Library-in-Charge* Office of the Campus Librarian

	the replacement fee at the Registrar's Office.			
2. Pay the replacement fee at the Registrar's Office by showing the Order of Payment.	2. Accept payment, and issue a slip as proof of payment in lieu of the Official Receipt. *The Registrar's Office will be responsible for endorsing the payments to the Cashier's Office at the Main Campus.	PHP50.00	2 Minutes Registrar's Office 5 minutes (Transition from library to Registrar's Office.)	*Support Staff* Campus Registrar's Office
4. Submit the slip at the Information Desk of the DRT Campus Library.	4. Accept the slip.	None	1 Minute	*Library-in-Charge* Office of the Campus Librarian
5. The student will wait until the library card is printed.	5. Generate and print the library card 5.1 Instruct the student to sign the library card.	None	15 Minutes	*Library-in-charge* Office of the Campus Librarian
6. Sign and submit the library card to the library-in-charge.	6. Accept, laminate, and issue the processed library card.	None	5 Minutes	*Library-in-charge* Office of the Campus Librarian

7. Receive the library card and log into the Logbook of Issued Library Card at the Information Desk of the DRT Campus Library.	7. Inform student to log into the Logbook of Issued Library Card at the Information Desk of the DRT Campus Library.	None	3 Minutes	*Library-in-charge* Office of the Campus Librarian
	TOTAL	PHP50.00	36 Minutes	
Request for Replacement of Shifted Courses, Lost, and Damaged Library Card qualified for multi-stage process.				

Office of the College Librarian (OCL)
Internal Services

1. Request for Use of Library Audiovisual Room (AVR)

This service allows access to the library's media facilities, resources, and equipment for academic and institutional activities such as conferences, seminars, group discussions, meetings, and film viewing organized as library activities.

Office or Division:	College Library – Main Campus			
Classification:	Simple			
Type of Transaction	G2G – Government to Government			
Who may Avail:	Faculty and Staff			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Letter of Intent (2 original copies)	Faculty members, Administrative Staff			
Valid Identification Card (Employee ID)	Management Information System (MIS) Office, Office of Student Affairs and Services (OSAS)			
CLIENT STEPS	AGENCY ACTION	FEES TO PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements at the Internet Room-Information Desk located at the Ground Floor of the College Library.	1. Receive, evaluate the requirements, and check the availability of the AVR. *If available, record the approved request in google calendar and remind the client to return on the scheduled date. If not available, inform the client of the unavailability and suggest an alternative schedule if possible.	None	3 Minutes	*Support Staff* Office of the Librarian
2. Receive the approved letter of intent.	2. File a copy of the request and maintain records.	None	2 Minutes	*Support Staff* Office of the Librarian
	TOTAL	None	5 Minutes	

Culture and the Arts Development Office (CADO)

External Services

1. Request/Invitation to Render Cultural Performances

This service allows event organizers, program coordinators, and other government offices or units of BASC to request and secure cultural performances from the BASC Culture and Arts Development Office for their events and programs.

Office or Division:	Culture and the Arts Development Office (CADO)				
Classification:	Complex				
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government				
Who may avail:	All Offices/Departments of BASC Local Government Units LGUs), National Government Agencies (NGA's), Non-government Organizations (NGO's), Other Stakeholders				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Duly Letter of Invitation (with complete details of the event) (1 original copy)			The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit the invitation letter to the Office of the President for approval.	1.1 Receive the invitation letter, and have the President write a remark endorsing the invitation to the CADO.	None	3 Minutes (President's remark may take a longer time, depending on his availability.)	*Staff* Office of the President	
	1.2 Forward letter with President's remarks to CADO.	None	7 Minutes	*Staff* Office of the President	
2. Await the approval by the Culture and Arts Development Office.	2.1 Check the schedule of BASC cultural performances/ performers.	None	3 Hours	*Support Staff* CADO	
	2.2 Write a remark of approval on the letter.	None	3 Minutes	*Director* CADO	
3. Receive update regarding approval of the request.	3.1 Notify the client regarding the approval of the request, and	None	5 Minutes	*Support Staff* CADO	

	request a copy of the Program, if any.			
	3.2 Coordinate with the coaches, advisers, and trainors.	None	12 Minutes	*Support Staff* CADO
	3.3 Coordinate with the GSSTU for utilization of service vehicle (for outside BASC).	None	15 Minutes	*Support Staff* CADO
	3.4 Prepare Authority to travel and trip ticket for the vehicle (for outside BASC).	None	15 Minutes	*Support Staff* CADO
	3.5 Prepare CHED Off-campus requirements (for outside BASC).	None	3 Days	*Support Staff* CADO
	3.6 Conduct practice.	None	3 Days	*Trainors/ Coaches/ Performers* CADO
3. Enjoy the cultural performances of BASC cultural performers.	Perform as scheduled.	None	4 Hours	*Trainors/ Coaches/ Performers* CADO
	TOTAL	None	7 Days	

Culture and the Arts Development Office (CADO)

Internal Services

1. Request/Invitation to Render Cultural Performances

This service allows event organizers, program coordinators, and other government offices or units of BASC to request and secure cultural performances from the BASC Culture and Arts Development Office for their events and programs.

Office or Division:	Culture and the Arts Development Office (CADO)
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen G2G – Government to Government
Who may avail:	All Offices/Departments of BASC Local Government Units LGUs), National Government Agencies (NGA's), Non-government Organizations (NGO's), Other Stakeholders

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly Letter of Invitation (with complete details of the event) (1 original copy)		The client will provide		

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the invitation letter to the Office of the President for approval.	1.1 Receive the invitation letter, and have the President write a remark endorsing the invitation to the CADO.	None	3 Minutes (President's remark may take a longer time, depending on his availability.)	*Staff* Office of the President
	1.2 Forward letter with President's remarks to CADO.	None	7 Minutes	*Staff* Office of the President
2. Await the approval by the Culture and Arts Development Office.	2.1 Check the schedule of BASC cultural performances/ performers.	None	3 Hours	*Support Staff* CADO
	2.2 Write a remark of approval on the letter.	None	3 Minutes	*Director* CADO
3. Receive update regarding approval of the request.	3.1 Notify the client regarding the approval of the request, and	None	5 Minutes	*Support Staff* CADO

	request a copy of the Program, if any.			
	3.2 Coordinate with the coaches, advisers, and trainors.	None	12 Minutes	*Support Staff* CADO
	3.3 Coordinate with the GSSTU for utilization of service vehicle (for outside BASC).	None	15 Minutes	*Support Staff* CADO
	3.4 Prepare Authority to travel and trip ticket for the vehicle (for outside BASC).	None	15 Minutes	*Support Staff* CADO
	3.5 Prepare CHED Off-campus requirements (for outside BASC).	None	3 Days	*Support Staff* CADO
	3.6 Conduct practice.	None	3 Days	*Trainors/ Coaches/ Performers* CADO
3. Enjoy the cultural performances of BASC cultural performers.	Perform as scheduled.	None	4 Hours	*Trainors/ Coaches/ Performers* CADO
	TOTAL	None	7 Days	

OFFICES UNDER THE OFFICE OF THE VICE PRESIDENT FOR ADMINISTRATION AND FINANCE

Human Resource Management Office (HRMO)

External Services

1. Processing of Job Applications

This service allows for the application for provision of recruitment services and implementation of recruitment, selection and placement process.

Office or Division:	Human Resource Management Office
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	Applicants for Posted Vacant Positions in BASC

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Application Letter (1 original)	The client will provide
Updated Personal Data Sheet (CS Form 212 Revised 2017) (1 original copy)	Downloadable at *https://www.csc.gov.ph/downloads/category/223-csc-form-212-revised-2017-personal-data-sheet*
Transcript of Record (1 photocopy)	University/College attended by client
Diploma (1 photocopy)	University/College attended by client
Certifications of Trainings (1 photocopy each)	Training providers
Performance Rating (if applicable) (1 photocopy)	Previous employer of client
Clearance from previous employer (if applicable) (1 photocopy)	Previous employer of client

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application requirements to the HRMO.	1. Check the completeness of application documents.	None	10 Minutes	*Support Staff* HRMO
2. Wait for a notification regarding interview schedule or application status via text message, phone call, or email.	2.1 Keep accepting applicants within the 10-day posting validity.	None	10 Days	*Support Staff* HRMO
	2.2 Make a list of applicants who submitted complete requirements, and notify them of their interview schedule via email, phone message or call.	None	2 Days	*Support Staff* HRMO

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
3. Submit self for interview and/or demo-teaching (for faculty position) as scheduled by the HRMO.	3.1 Conduct interview and/or demo-teaching, and evaluate applicant based on set criteria.	None	3 Days	*Members* Hiring Committee
	3.2 Conduct deliberation of applicants' scores.	None	2 Hours	*Members* Hiring Committee
4. Wait for the result of hiring process.	4. Notify applicants of the result of the hiring process via email, phone message or call.	None	1 Day	*Support Staff* HRMO
TOTAL		None	16 Days 2 Hours 10 Minutes	

2. Request for Post-Employment Documents

This service allows for the issuance of Service Records and Certificate of Employment for former employees of the College.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Former Employees and Retired Personnel of BASC			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Accomplished Request Form (1 original copy)		HRMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPON SIBLE
1. Secure a Request Form from the HRMO, and fill it out.	1. Provide the Request Form.	None	5 Minutes	*Support Staff* HRMO
2. Submit accomplished Request Form.	2. Receive the accomplished Request Form, and check for completeness.	None	5 Minutes	*Support Staff* HRMO

3. Wait for release of the document.	3.1 Prepare the Service Record/Certificate.	None	1 Day	*Support Staff* HRMO
	3.2 Check the contents of the document and endorse it to the HRMO Director for signature.	None	40 Minutes	*Support Staff* HRMO
	3.3 Review the contents and sign the Service Record/Certificate.	None	7 Hours	*Director* HRMO
	3.4 Inform the client of the availability of the Service Record/ Certificate.	None	5 Minutes	*Support Staff* HRMO
4. Claim the document, and sign the HRMO logbook.	4. Release the Service Record/ Certificate, and ask the clients to affix their signature on the logbook.	None	5 Minutes	*Support Staff* HRMO
TOTAL		None	2 Days	

Human Resource Management Office (HRMO)

Internal Services

1. Request for Documents

This service allows for the issuance of Service Records, Certificate of Employment, Certificate of No Pending Administrative Case, Certificate of No Leave of Absence without Pay and Certificate of Last Day of Service.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Employees of BASC (Permanent, Temporary, Contract of Service, Job Order)			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Accomplished Request Form (1 original copy)		HRMO		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Fill-out Request Form at the HRMO.	1.1 Receive Request Form.	None	2 Minutes	*Support Staff* HRMO
	1.2 Prepare the Service Record/ Certificate.	None	1 Day 5 Hours 55 Minutes	*Support Staff* HRMO
	1.3 Check the contents of the Service Record/ Certificate and endorse it to the HRMO Director for signature.	None	15 Minutes	*Support Staff* HRMO
	1.4 Review the contents and sign the Service Record/ Certificate.	None	2 Hours	*Director* HRMO
	1.5 Inform the client of the availability of the Certificate/Service Record.	None	3 Minutes	*Support Staff* HRMO
2. Receive request and sign on the logbook at the HRMO	2. Release the Service Record/Certificate and ask the clients to	None	5 Minutes	*Support Staff* HRMO

affix their signature on the logbook.				
TOTAL		None	2 Days	

2. Application for Sick Leave and/or Vacation Leave

This process allows employees of the College to apply for sick leave and/or vacation leave in accordance with institutional policies and government regulations.

Office or Division:	Human Resource Management Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees of BASC with Permanent or Temporary Appointment Status Only

CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Accomplished Leave Application Form (CSC Form No. 6) (2 original copies)	HRMO
Medical Certificate, in case of sick leave of more than five days (1 original copy)	Medical Doctor/Medical Facility consulted
Signed Clearance for vacation leave, in excess of 30 calendar days (4 original copies)	HRMO
Accomplished Travel authority, in case vacation leave will be spent overseas (1 original copy)	Office of the President
Signed Clearance for travel abroad (4 original copies)	HRMO

CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Secure Application for Leave Form from HRMO, and fill it out. *Make sure to secure signature of recommending official	1. Provide Application for Leave Form.	None	2 Minutes	*Support Staff* HRMO

or office/department. Head.				
2. Submit accomplished Application for Leave Form to HRMO.	2.1 Receive accomplished Application for Leave Form, and check for completeness.	None	3 Minutes	*Support Staff* HRMO
	2.2 Post, record and update client's Leave Balances.	None	5 Minutes	*Support Staff* HRMO
	2.3 Forward accomplished Application for Leave Form to the HRMO Director for approval.	None	3 Minutes	*Support Staff* HRMO
	2.4 Affix signature for approval.	None	7 Minutes	*Director* HRMO
3. Verify with HRMO the approval of the applied leave.	3. Confirm with client the approval of the applied leave.		2 Minutes	*Support Staff* HRMO
	TOTAL	None	22 Minutes	

3. Request for Application for Monetization of Leave Credits

This service allows eligible employees to apply for the monetization of their accrued leave credits in accordance with government regulations and institutional policies. Employees may convert a portion of their earned leave credits into cash, subject to approval and availability of funds.

Office or Division:	Human Resource Management Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	Employees of BASC with Permanent or Temporary Appointment Status Only

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
Accomplished Leave Application Form (CSC Form No. 6) (2 original copies)	HRMO			
Accomplished Request for Monetization (1 original copy)	Office of the President			

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure letter of request for monetization from the Office of the President, and fill it out.	1. Provide letter of request for monetization.	None	5 Minutes	*Support Staff* Office of the President
2. Submit accomplished letter of request for monetization to HRMO.	2.1 Receive accomplished letter of request for monetization, and forward it to concerned signatories for their signatures.	None	3 Hours	*Support Staff* HRMO
	2.2 Endorse accomplished letter of request for monetization to the Office of the President for the President's approval.	None	15 Minutes	*Support Staff* HRMO
	2.3 Approve the request for monetization.	None	4 Hours and 20 Minutes	*College President* Office of the President
	2.4 Record and update client's Leave Balances.	None	18 Minutes	*Support Staff* HRMO
3. Receive advice that request has been officially approved.	3. Advice client that request has been officially approved.	None	2 Minutes	*Support Staff* HRMO
TOTAL		None	1 Day	

Accounting Office – Cashiering Unit
External Services

1. Payment of Tuition and Other School Fees

This process allows students to settle their tuition and other school fees within the designated payment period.

Office or Division:	Accounting Office - Cashiering Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Officially Enrolled Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pre-Assessment Form*		Registrar's Office		
Application Slip/Request Form**		Registrar's Office/College Library/Office of Student Affairs and Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Cashiering Unit and present the Pre-assessment Form or application slip/request form to the Cashiering Unit Staff.	1. Verify Pre-assessment Form or Application Slip/Request Form.	None	1 Minute	*Staff* Cashiering Unit
2. Pay the required fees.	2. Accept payment and process transaction.	Certification, Authentication, Evaluation, CAV, HD, ROG & Form 137-A – PHP20.00/ copy TOR – PHP100.00/ page Diploma – PHP150.00 School ID Fee – PHP100.00	2 Minutes *Provided there is no queue.	*Staff* Cashiering Unit

		Library ID Fee – PHP50.00 Adding/ Dropping – PHP20.00/ subject Changing – PHP40.00/ subject		
3. Claim the Official Receipt.	3. Issue Official Receipt.	None		
	TOTAL	Certification, Authentication, Evaluation, CAV, HD, ROG & Form 137-A – PHP20.00/ copy TOR – PHP100.00/ page Diploma – PHP150.00 School ID Fee – PHP100.00 Library ID Fee – PHP50.00 Adding/ Dropping – PHP20.00/ subject Changing – PHP40.00/ subject	3 Minutes	
Payment of Tuition and School Fees qualified for multi-stage process.				

For Tuition Fees
For Other School Fees

2. Payment of Rental of School Facilities

This process allows individuals or organizations to pay for the rental of school facilities for approved events or activities. Payment must be made following the College's guidelines, including applicable rates, terms, and required clearances. Official receipts will be issued upon successful payment.

Office or Division:	Accounting Office - Cashiering Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G– Government to Government G2B– Government to Business Entity/ies			
Who may avail:	Alumni, Faculty, Staff, Owners, Government Agency/ies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Billing Statement***		Business Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the billing statement to the Cashiering Unit Staff.	1. Verify billing statement.	None	1 Minute	*Staff* Cashiering Unit
2. Pay the required fees.	2. Accept payment and process transaction.	Food Court – PHP3,000.00/ month Business Center – PHP3,000.00/ month Food Park – PHP2,500.00/ month Rolling Store & Ambulant Vendor – PHP100.00/ day	1 Minute *Provided there is no queue.	*Staff* Cashiering Unit

		Hostel – PHP1,500.00/ room/night			
		Cayetano and FTC Cafeteria – PHP10,000.00 /8hrs			
		FTC/BASC Function Hall/Gym – PHP15,000.00 /8hrs			
		Covered Court – PHP4,000.00/ 8hrs			
3. Receive the Official Receipt.	3. Issue Official Receipt.	None	2 Minutes		*Staff* Cashiering Unit
	TOTAL	Food Court – PHP3,000.00/ month Business Center – PHP3,000.00/ month Food Park – PHP2,500.00/ month Rolling Store & Ambulant Vendor – PHP100.00/ day Hostel – PHP1,500.00/ room/night Cayetano and FTC Cafeteria – PHP10,000.00 /8hrs	4 Minutes		

	FTC/BASC Function Hall/Gym – PHP15,000.00 /8hrs Covered Court – PHP4,000.00/ 8hrs		
Payment of Rental of School Facilities qualified for multi-stage process.			

Accounting Office – Cashiering Unit

Internal Services

1. Payment of Rental of School Facilities

This process allows individuals or organizations to pay for the rental of school facilities for approved events or activities. Payment must be made following the College's guidelines, including applicable rates, terms, and required clearances. Official receipts will be issued upon successful payment.

Office or Division:	Accounting Office - Cashiering Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G– Government to Government G2B– Government to Business Entity/ies			
Who may avail:	Alumni, Faculty, Staff, Owners, Government Agency/ies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Billing Statement***		Business Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the billing statement to the Cashiering Unit Staff.	1. Verify billing statement.	None	1 Minute	*Staff* Cashiering Unit
2. Pay the required fees.	2. Accept payment and process transaction.	Food Court – PHP3,000.00/ month Business Center – PHP3,000.00/ month Food Park – PHP2,500.00/ month Rolling Store & Ambulant Vendor – PHP100.00/ day	1 Minute *Provided there is no queue.	*Staff* Cashiering Unit

		Hostel – PHP1,500.00/ room/night			
		Cayetano and FTC Cafeteria – PHP10,000.00 /8hrs			
		FTC/BASC Function Hall/Gym – PHP15,000.00 /8hrs			
		Covered Court – PHP4,000.00/ 8hrs			
3. Receive the Official Receipt.	3. Issue Official Receipt.	None	2 Minutes		*Staff* Cashiering Unit
	TOTAL	Food Court – PHP3,000.00/ month	4 Minutes		
		Business Center – PHP3,000.00/ month			
		Food Park – PHP2,500.00/ month			
		Rolling Store & Ambulant Vendor – PHP100.00/ day			
		Hostel – PHP1,500.00/ room/night			
		Cayetano and FTC Cafeteria – PHP10,000.00 /8hrs			

		FTC/BASC Function Hall/Gym – PHP15,000.00 /8hrs		
		Covered Court – PHP4,000.00/ 8hrs		
Payment of Rental of School Facilities qualified for multi-stage process.				

Auxiliary Services Office (ASO)

External Services

1. Application for Stall and Rental Space

This service allows clients to secure commercial spaces for business operations within the College premises. This service ensures a fair and organized allocation of stalls and rental spaces to qualified applicants.

Office or Division:	Auxiliary Services Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who may avail:	All External Clients; Business Entities; Employees and Students of Bulacan Agricultural State College

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Stall Rental Application Form (SRAF) (1 copy)	BASC Auxiliary Services Office
Government-issued Identification Card (1 photocopy)	BIR, PRC, SSS, PhilHealth, Pag-ibig, PSA, DFA, DSWD, COMELEC, LTO
DTI Certificate (1 original copy)	Department of Trade and Industry - San Ildefonso
Mayor's Permit (1 original copy)	Office of the Municipal Mayor - San Ildefonso
Sanitary Permit (1 original copy)	San Ildefonso Municipal Health Office
Barangay Business Permit (1 original copy)	Barangay Hall of Poblacion, San Ildefonso, Bulacan
Community Tax Certificate (1 original copy)	San Ildefonso Municipal Hall
Notarized Original Contract of Lease (5 original copies)	BASC Auxiliary Services Office (for blank Contract of Lease)
BASC Official Receipt (1 original copy)	BASC Cashier's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Auxiliary Services Office at Ground Floor BASC Hostel Bldg., to inquire on the availability of stall/rental space.	1.1 Check the availability of stall/rental space.	None	5 Minutes	*Support Staff* Auxiliary Services Office
		None	5 Minutes	

*Client proceeds only when there is available stall/space.	1.2 If there is an available stall/ space: Let the client fill out the Stall Rental Application Form. 1.3 If there is no available stall/ space: Notify the client of non-availability, and log the name and contact number of the client on the Reservation Logbook.	None	5 Minutes	*Support Staff* Auxiliary Services Office *Support Staff* Auxiliary Services Office
2. Fill out the Stall Rental Application Form (SRAF).	2. Guide the client in filling out the SRAF.	None	5 Minutes	*Support Staff* Auxiliary Services Office
3. Submit the accomplished SRAF. *Client will have to wait for the notification from the ASO as to the decision of the College President. Client proceeds only when the SRAF is approved by the College President.	3.1 Endorse the accomplished SRAF to the Office of the President for approval. *The Office of the President will have the discretion to approve/disapprove the application. 3.1.1 If approved by the College President: Notify the client about the status of the application, which should not exceed	None	5 Minutes	*Support Staff* Auxiliary Services Office
		None	1 Day	*College President* Office of the President

	five (5) working days. *If approved, provide a list of documentary requirements. 3.1.2 If disapproved by the College President, the client will be informed about possible adjustments to the application and resubmission.	None	1 Day *(1 Day only whether approved or disapproved)*	*Support Staff* Auxiliary Services Office
4. Secure all necessary documentary requirements and submit them to the Auxiliary Services Office.	4.1 Wait for the client to secure all the necessary documentary requirements.	None	*Depends on the client*	*Support Staff* Auxiliary Services Office
	4.2 Check the submitted documentary requirements for validity, completeness, and authenticity.	None	10 Minutes	*Support Staff* Auxiliary Services Office
	4.3 Prepare the Contract of Lease and discuss terms and conditions with the client.	None	10 Minutes	*Support Staff* Auxiliary Services Office
5. Sign the Contract of Lease	5.1 Secure signatures of the Vice President for Administration and Finance (VPAF) and the College President on the	None	1 Day	*Support Staff* Auxiliary Services Office

	Contract of Lease as part of its final approval.			
	5.2 Provide the signed Contract of Lease to the client for notarization.	None	5 Minutes	*Support Staff* Auxiliary Services Office
	*Advise the client to have five (5) copies of accomplished Contract of Lease notarized, and that they will be the one to pay for notarization fee.			
6. Submit five (5) copies of Contract of Lease to Notary Public of choice for notarization.	6. Wait for the notarized copies of Contract of Lease to be returned by the client.	None	*Depends on client's preferred Notary Public*	*Support Staff* Auxiliary Services Office
7. Submit four (4) copies of the notarized Contract of Lease to the Auxiliary Services Office.	7.1 Receive the four (4) copies of the notarized Contract of Lease, and provide one (1) copy to the Accounting Department, one (1) copy for the Office of the BASC Resident Auditor, one (1) copy for the client, and one (1) copy for the Auxiliary Services Office.

*One notarized copy of the | None | 5 Minutes | *Support Staff* Auxiliary Services Office |

| | Contract will be retained by the notary public.

7.2 Instruct the client to pay an initial deposit equivalent to two (2) months' rent to the College Cashier's Office.

*Some rental facilities/stalls of the college require an operating fee equivalent to PHP10,000.00. | None | 5 Minutes | *Support Staff* Auxiliary Services Office |
|---|---|---|---|---|
| 8. Pay the required fees and deposit at the College Cashier's Office.

*Client must bring their copy of the notarized Contract of Lease, and make sure to secure the Official Receipt that will be issued upon payment. | 8.1 Accept client's payment as indicated in the notarized Contract of Lease. | For Food Park Stall:

Two (2) months' rent – PHP5,000

For Business Center Stalls, IM Kiosks, and FPTCA Food Court:

Two months' rent - PHP6,000

Operating Fee – | 15 Minutes | *Cashier's Office Personnel* Cashiering Unit |

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	8.2 Issue the Official Receipt	PHP10,000 None	5 Minutes	*Cashier's Office Personnel* Cashiering Unit
9. Present the Official Receipt (OR) to the Auxiliary Services Office.	9.1 Verify the submitted Official Receipt, produce one (1) photocopy for filing, and return the original OR to the client.	None	5 Minutes	*Support Staff* Auxiliary Services Office
	9.2 Turn over the stall key/s to the client.	None	5 Minutes	*Support Staff* Auxiliary Services Office
	TOTAL		2 Days, 1 Hour, 30 Minutes	
Application for Stall and Rental Space qualified for multi-stage process.				

2. Application for Renewal of Contract for Stall and Rental Space

This service ensures that existing tenants can continue using their leased spaces by formally extending their agreements. This service helps maintain an organized and transparent system for rental management while ensuring compliance with BASC policies.

Office or Division:	Auxiliary Services Office
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government
Who may avail:	External Clienteles; Business Entities; Employees and Students of Bulacan Agricultural State College
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Stall Rental Application Form (SRAF) (1 copy)	BASC Auxiliary Services Office
Government-issued Identification Card (1 photocopy)	BIR, PRC, SSS, PhilHealth, Pag-ibig, PSA, DFA, DSWD, COMELEC

DTI Certificate (1 original copy)	Department of Trade and Industry - San Ildefonso
Mayor's Permit (1 original copy)	Office of the Municipal Mayor - San Ildefonso
Sanitary Permit (1 original copy)	San Ildefonso Municipal Health Office
Barangay Business Permit (1 original copy)	Barangay Hall of Poblacion, San Ildefonso, Bulacan
Community Tax Certificate (1 original copy)	San Ildefonso Municipal Hall
Notarized Original Contract of Lease (5 original copies)	BASC Auxiliary Services Office (for blank Contract of Lease)
BASC Official Receipt (1 original copy)	BASC Cashier's Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Auxiliary Services Office and inform the Office of the intent to renew the Contract of Lease. *Make sure to express intent at least 15 days prior to its expiration.	1.1 Verify the client's record and review the evaluation rating results.	None	5 Minutes	*Support Staff* Auxiliary Services Office
	1.2 Inform the client of their rating result.	None	3 Minutes	*Support Staff* Auxiliary Services Office
	1.3 Provide the client with a Stall Rental Application Form (SRAF).	None	2 Minutes	*Support Staff* Auxiliary Services Office
2. Fill out the Stall Rental Application Form (SRAF) for renewal.	2.1 Receive the accomplished the SRAF.	None	10 Minutes	*Support Staff* Auxiliary Services Office
	2.2 Endorse the accomplished SRAF to the College President for approval. *The College President will have the	None	10 Minutes	*Support Staff* Auxiliary Services Office

	discretion to approve/ disapprove the application.			
3. Wait for the decision of the College President	3. Approve/ Disapprove the application.	None	1 Day	*College President* Office of the President
4. Wait for notification from the Auxiliary Services Office regarding the application.\n\n*Waiting period shall not exceed five (5) working days.	4.1 Notify the client about the status of the application.\n\n*If approved, provide the client with the list of documentary requirements.\n\n*If disapproved, the client will be informed about possible adjustments to the application for resubmission.	None	5 Minutes\n\n*(5 Minutes only whether approved or disapproved)*	*Support Staff* Auxiliary Services Office
5. Secure all necessary documentary requirements and submit them to the Auxiliary Services Office.	5.1 Wait for the client to secure all the necessary documentary requirements.	None	*Depends upon the client*	*Support Staff* Auxiliary Services Office
	5.2 Check the submitted documentary requirements for validity, completeness, and authenticity.	None	10 Minutes	*Support Staff* Auxiliary Services Office
	5.3 Prepare five (5) copies of	None	10 Minutes	*Support Staff*

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	Contract of Lease and discuss terms and conditions with the client.			Auxiliary Services Office
6. Sign the five (5) copies Contract of Lease.	6.1 Secure signatures of the Vice President for Administration and Finance (VPAF) and the College President on the Contract of Lease as part of its final approval.	None	1 Day	*Support Staff* Auxiliary Services Office
	6.2 Provide the five (5) copies of signed Contract of Lease to the client for notarization.	None	5 Minutes	*Support Staff* Auxiliary Services Office
7. Submit five (5) copies of Contract of Lease to Notary Public of choice for notarization.	7. Wait for the notarized copies of Contract of Lease to be returned by the client.	None	*Depends on client's preferred Notary Public*	*Support Staff* Auxiliary Services Office
8. Submit the notarized Contract of Lease to the ASO.	8.1 Receive the notarized lease/rental agreement and provide one (1) copy for the Accounting Department, one (1) copy for the Commission on Audit Office, one (1) copy for the client, and one (1) copy for the	None	5 Minutes	*Support Staff* Auxiliary Services Office

	Auxiliary Services Office. **One notarized copy of the lease/rental agreement will be retained by the notary public.			
	8.2 Instruct the client to pay an initial deposit equivalent to two (2) months' rent to the College Cashier's Office.	None	5 Minutes	*Support Staff* Auxiliary Services Office
9. Pay the required fees and deposit at the Cashiering Unit. *Client should present a copy of notarized Contract of Lease, and make sure to secure the Official Receipt that will be issued upon payment.	9.1 Check the notarized Contract of Lease for the amount to be paid by the client. 9.2 Receive the payment and issue Official Receipt.	None For Food Park Stall: Two (2) months' rent – PHP 5,000.00 For Business Center Stalls, IM Kiosks, and FPTCA Food Court Two months' rent –	5 Minutes 5 Minutes	*Cashier's Office Personnel* Cashiering Unit *Cashier's Office Personnel* Cashiering Unit

		PHP 6,000.00		
10. Present the Official Receipt (OR) to the Auxiliary Services Office.	10.1 Verify the submitted Official Receipt, produce one (1) photocopy for filing, and return the original OR to the client.	None	3 Minutes	*Support Staff* Auxiliary Services Office Auxiliary Services Office
	10.2 Turn over the stall key/s to the client.	None	2 Minutes	*Support Staff* Auxiliary Services Office
TOTAL		For Food Park Stall: Two (2) months' rent – PHP 5,000.00 For Business Center Stalls, IM Kiosks, and FPTCA Food Court Two months' rent – PHP 6,000.00	2 Days, 1 Hour, 25 Minutes	
Application for Renewal of Contract for Stall and Rental Space qualified for multi-stage process.				

3. Request for Rental of College Facilities

This service allows individuals, organizations, or external parties to formally apply for the use of the College's facilities for various events, functions, or activities. This process ensures proper coordination, availability, and compliance with institutional policies regarding facility usage.

Office or Division:	Auxiliary Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2B – Government to Business G2G – Government to Government			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Facility Rental Reservation Form (FRRF) (1 copy)		BASC Auxiliary Services Office		
Government-issued Identification Card (1 photocopy)		BIR, PRC, SSS, PhilHealth, Pag-ibig, PSA, DFA, DSWD, COMELEC		
BASC Official Receipt		BASC Cashiering Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Auxiliary Services Office at Ground Floor BASC Hostel Bldg., to inquire on the availability of the desired College facility.	1. Check the availability of the facility. If available, ask the client to fill out a Facility Rental Reservation Form. *If facility is not available, notify the clients and transaction ends.	None	5 Minutes	*Support Staff* Auxiliary Services Office
2. Fill out and submit the accomplished Facility Rental Reservation Form (FRRF) to the Auxiliary Services Personnel.	2.1 Receive the accomplished FRRF. 2.2 Endorse the accomplished FRRF to the Office of the	None None	5 Minutes 15 Minutes	*Support Staff* Auxiliary Services Office *Support Staff* Auxiliary Services Office

	President for approval. 2.3 Sign FRRF for approval, or otherwise. *Only approved clients shall proceed.	None	1 Day	*College President* Office of the President
3. Wait for notification from the Auxiliary Services Office on the status of the reservation. *Waiting period shall not exceed three (3) working days.	3.1 Notify the client about the status of the reservation. 3.2 If approved, issue a copy of the approved FRRF, and instruct the client to proceed to payment.	None None	5 Minutes 3 Minutes	*Support Staff* Auxiliary Services Office *Support Staff* Auxiliary Services Office
4. Claim the approved FRRF from the Auxiliary Services Office, proceed to the Cashiering Unit for payment, and present the approved FRRF, and pay the required rental fee. *Client must ensure to secure the Official Receipt to be issued by the Cashiering Unit.	4.1 Verify the rental fee from the approved FRRF. 4.2 Receive the payment from the client, and issue an Official Receipt to the client. *20% discount for faculty, alumni, students, or government agencies	None Rental Fee: Cayetano Hall or FTC Cafeteria-PHP10,000/ 8hours BASC Function Hall or FTC or Gymnasium - PHP15,000/ 8hours BASC Covered Court – PHP5,000	2 Minutes 5 Minutes	*Cashier Personnel* Cashiering Unit *Cashier Personnel* Cashiering Unit

		Hostel Room – PHP1,500/ room/night		
5. Present the copy of the Official Receipt to the Auxiliary Services Office for confirmation of reservation.	5.1 Verify the submitted Official Receipt, produce one (1) photocopy for filing, and return the original OR to the client.	None	5 Minutes	*Support Staff* Auxiliary Services Office
	5.2 Discuss the house rules and policies with the client.	None	5 Minutes	*Support Staff* Auxiliary Services O
	5.3 Endorse the schedule of the activity to the facility in-charge.	None	5 Minutes	
	5.4 Prepare the facility for use.	None	1 Hour	*Facility In-Charge* Auxiliary Services Office
6. Utilize the facility.	6. Ensure that facility is in order after use.	None	1 Hour	*Facility In-Charge* Auxiliary Services Office
	TOTAL	For Cayetano Hall or FTC Cafeteria- PHP10,000 per 8hours	1 Day, 2 Hours, 50 Minutes	
		For BASC Function Hall/FTC Hall/ Gymnasium -PHP15,000 per 8 hours		

| | For BASC Covered Court – PHP5,000 | | |
| | For Hostel Room – PHP1,500/ room/night | | |

Request for Rental of College Facilities qualified for multi-stage process.

4. Request for the Use of College Facilities

This service allows all offices, officials, faculty, personnel and student organizations to formally apply for the use of the College facilities for various events, functions, or activities. This process ensures proper coordination, and compliance with institutional policies regarding facility usage.

Office or Division:	Auxiliary Services Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen
Who may avail:	All Offices, Officials, Faculty, Employees and Students BASC

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Accomplished Facility Reservation Form (FRF) (1 copy)			BASC Auxiliary Services Office	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPON SIBLE
1. Inquire with the Auxiliary Services Office on the availability of the desired College facility.	1. Check the availability of the facility, and ask the client to fill out the Facility Reservation Form (FRF).	None	5 Minutes	*Support Staff* Auxiliary Services Office
2. Submit the accomplished FRF to the Auxiliary Services Office.	2.1 Receive the accomplished FRF, and endorse it to the	None	15 Minutes	*Support Staff* Auxiliary Services Office

	Office of the President for approval. 2.2 Sign the FRF for approval.	None	1 Day	*College President* Office of the President
3. Wait for notification from the Auxiliary Services Office on the status of the reservation.	3. Notify the client about the status of the reservation, which should not exceed 1 working day.	None	5 Minutes	*Support Staff* Auxiliary Services Office
4. Claim the approved FRF from the Auxiliary Services Office.	4.1 Furnish the client with a copy of the approved FRF and confirm the reservation with the client.	None	5 Minutes	*Support Staff* Auxiliary Services Office
	4.2 Discuss the house rules and policies with the client.	None	5 Minutes	*Support Staff* Auxiliary Services Office
	4.3 Endorse the reservation to the facility in-charge who shall prepare the facility prior to scheduled use.	None	5 Minutes	*Support Staff* Auxiliary Services Office
5. Utilize the facility	5. Ensure facility is in order after use.	None	1 Hour	*Facility In-Charge* Auxiliary Services Office
TOTAL		None	1 Day, 1 Hour, 40 Minutes	

Auxiliary Services Office (ASO)

Internal Services

1. Request for the Use of College Facilities

This service allows all offices, officials, faculty, personnel and student organizations to formally apply for the use of the College facilities for various events, functions, or activities. This process ensures proper coordination, and compliance with institutional policies regarding facility usage.

Office or Division:	Auxiliary Services Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen			
Who may avail:	All Offices, Officials, Faculty, Employees and Students BASC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Facility Reservation Form (FRF) (1 copy)		BASC Auxiliary Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPON SIBLE
1. Inquire with the Auxiliary Services Office on the availability of the desired College facility.	1. Check the availability of the facility, and ask the client to fill out the Facility Reservation Form (FRF).	None	5 Minutes	*Support Staff* Auxiliary Services Office
2. Submit the accomplished FRF to the Auxiliary Services Office.	2.1 Receive the accomplished FRF, and endorse it to the Office of the President for approval.	None	15 Minutes	*Support Staff* Auxiliary Services Office
	2.2 Sign the FRF for approval.	None	1 Day	*College President* Office of the President
3. Wait for notification from the Auxiliary Services Office on the status of the reservation.	3. Notify the client about the status of the reservation, which should not exceed 1 working day.	None	5 Minutes	*Support Staff* Auxiliary Services Office

4. Claim the approved FRF from the Auxiliary Services Office.	4.1 Furnish the client with a copy of the approved FRF and confirm the reservation with the client.	None	5 Minutes	*Support Staff* Auxiliary Services Office
	4.2 Discuss the house rules and policies with the client.	None	5 Minutes	*Support Staff* Auxiliary Services Office
	4.3 Endorse the reservation to the facility in-charge who shall prepare the facility prior to scheduled use.	None	5 Minutes	*Support Staff* Auxiliary Services Office
5. Utilize the facility	5. Ensure facility is in order after use.	None	1 hour	*Facility In-Charge* Auxiliary Services Office
TOTAL		None	1 Day, 1 Hour, 40 Minutes	

Records and Archives Management Office (RAMO)

External Services

1. Processing of Freedom of Information (FOI) Request Received Through EFOI Portal

The service allows BASC Students, Alumni, Faculty, Staff, Owners, and Government Agency/ies to access the transactions relative to Executive Order No. 2 (Freedom of Information Act).

Office or Division:	Records and Archives Management Office (RAMO)			
Classification:	Highly Technical			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Entity/ies			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Government-issued ID/Company/School ID (1 scanned copy)		BIR, PRC, SSS, PhilHealth, Pag-ibig, PSA, DFA, DSWD, COMELEC, LTO or Client's Company or School		
Request Made through the BASC eFOI Portal		BASC Website through eFOI Portal (https://www.foi.gov.ph/agencies/basc/)		
Accomplished Online BASC FOI Request Feedback Form		BASC Website through eFOI Portal (https://www.foi.gov.ph/agencies/basc/)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSI BLE
1. Access the eFOI portal through the BASC website and submit the request.	1. Receive and evaluate the submitted request.	None	1 Day	*FOI Receiving Officer* RAMO
2. Wait for action on the request.	2.1 Transmit the request to FOI Decision Maker (FDM) for approval or denial of the request.	None	1 Day	*FOI Receiving Officer* RAMO
	2.2 Approve or disapprove the request.	None	1 Day	*FOI Decision Maker* RAMO
	2.3 Coordinate with the office concerned regarding the requested information/data.	None	1 Day	*FOI Receiving Officer* RAMO

	2.4 Prepare and submit the requested information/ documents, or data.	None	5 Days	*Office Concerned* BASC
	2.5 Prepare a reply and submit it to the FOI Decision Maker (FDM).	None	3 Days	*FOI Receiving Officer* RAMO
3. Receive and acknowledge the status of the request by filing-out the Online BASC FOI Request Feedback.	Review and approve the reply, and upload the reply on the eFOI Portal.	None	3 Days	*FOI Decision Maker* RAMO
	TOTAL	None	15 Days	

Note: Per Executive Order (EO) No. 02, s. 2016, the processing times for **Freedom of Information (FOI)** requests for **Standard FOI** and **Electronic FOI** are as follows**:**

- ✓ Simple Requests: 15 working days
- ✓ Complex Requests:+20 working days

2. Request for Certified True Copies of Documents

This service allows students, alumni, and employees to request Certified True Copies of official College documents or records on file. These copies are authenticated by the College to verify their accuracy and legitimacy.

Office or Division:	Records and Archives Management Office (RAMO)
Classification:	Simple
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen
Who may avail:	Faculty, Staff, Alumni and Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Government-issued ID/Company/School ID (1 original copy)	BIR, PRC, SSS, PhilHealth, Pag-ibig, PSA, DFA, DSWD, COMELEC, LTO or Client's Company or School
Document Requisition Slip (DRS) (2 original copies)	Records and Archives Management Office (RAMO)

Signed Authorization Letter (if request is thru representative) (1 original copy)	The client will provide			
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSIN G TIME**	**PERSON RESPONS IBLE**
1. Present ID and secure DRS at the RAMO located at the Administration Building.	1.1 Verify the client's ID. 1.2 Provide DRS to the client.	None None	3 Minutes 2 Minutes	*Staff/ Records Officer* RAMO
2. Fill out the DRS and submit the accomplished DRS to RAMO.	2.1 Receive the accomplished DRS and conduct an initial evaluation of the submitted form. 2.2 Verify the records on file.	None None	10 Minutes 50 Minutes	*Staff/ Records Officer* RAMO *Staff/ Records Officer* RAMO
3. Wait for the release of the requested document.	3. Prepare and authenticate as a Certified True Copy (CTC) the requested document.	None	30 Minutes	*Staff/ Records Officer* RAMO
4. Receive the requested document.	4. Release the requested document CTC.	None	5 Minutes	*Staff/ Records Officer* RAMO
	TOTAL	None	1 Hour, 40 Minutes	

3. Request for Documents/Information through Records Maintenance and Control

This service allows alumni, faculty, staff, and students of the College to request official documents or information maintained by the College's Records Maintenance and Control Office.

Office or Division:	Records and Archives Management Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen
Who may avail:	Faculty, Staff, Alumni, and Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Document Requisition Slip (DRS) (2 original copies)	Records and Archives Management Office (RAMO)
Government-issued ID/Company/School ID (1 original copy)	BIR, PRC, SSS, PhilHealth, Pag-ibig, PSA, DFA, DSWD, COMELEC, LTO or Client's Company or School
Signed Authorization Letter (if applicable) (1 original copy)	The client will provide

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID and signed request letter with attachments (if any) at the RAMO located at the Administration Building.	1. Check ID, receive the request letter.	None	5 Minutes	*Staff/ Records Officer* RAMO
2. Wait for the release of the requested document.	2.1 Verify the requested document from records on file.	None	45 Minutes	*Staff/ Records Officer* RAMO
	2.2 Retrieve the document and produce a scanned copy.	None	15 Minutes	
3. Receive the requested document.	3. Release the requested document.	None	5 Minutes	*Staff/ Records Officer* RAMO
	TOTAL	None	1 Hour, 10 Minutes	

Records and Archives Management Office (RAMO)

Internal Services

1. Processing of Freedom of Information (FOI) Request Received Through EFOI Portal

The service allows BASC Students, Alumni, Faculty, Staff, Owners, and Government Agency/ies to access the transactions relative to Executive Order No. 2 (Freedom of Information Act).

Office or Division:	Records and Archives Management Office (RAMO)
Classification:	Highly Technical
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business Entity/ies
Who may avail:	All

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Government-issued ID/Company/School ID (1 scanned copy)	BIR, PRC, SSS, PhilHealth, Pag-ibig, PSA, DFA, DSWD, COMELEC, LTO or Client's Company or School
Request Made through the BASC eFOI Portal	BASC Website through eFOI Portal (https://www.foi.gov.ph/agencies/basc/)
Accomplished Online BASC FOI Request Feedback Form	BASC Website through eFOI Portal (https://www.foi.gov.ph/agencies/basc/)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access the eFOI portal through the BASC website and submit the request.	1. Receive and evaluate the submitted request.	None	1 Day	*FOI Receiving Officer RAMO*
2. Wait for action on the request.	2.1 Transmit the request to FOI Decision Maker (FDM) for approval or denial of the request.	None	1 Day	*FOI Receiving Officer RAMO*
	2.2 Approve or disapprove the request.	None	1 Day	*FOI Decision Maker RAMO*
	2.3 Coordinate with the office concerned regarding the requested information/data.	None	1 Day	*FOI Receiving Officer RAMO*

	2.4 Prepare and submit the requested information/ documents, or data.	None	5 Days	*Office Concerned* BASC
	2.5 Prepare a reply and submit it to the FOI Decision Maker (FDM).	None	3 Days	*FOI Receiving Officer* RAMO
3. Receive and acknowledge the status of the request by filing-out the Online BASC FOI Request Feedback.	3. Review and approve the reply, and upload the reply on the eFOI Portal.	None	3 Days	*FOI Decision Maker* RAMO
	TOTAL	None	15 Days	

Note: Per Executive Order (EO) No. 02, s. 2016, the processing times for **Freedom of Information (FOI)** requests for **Standard FOI** and **Electronic FOI** are as follows:

- ✓ Simple Requests: 15 working days
- ✓ Complex Requests:+20 working days

2. Request for Certified True Copies of Documents

This service allows students, alumni, and employees to request Certified True Copies of official College documents or records on file. These copies are authenticated by the College to verify their accuracy and legitimacy.

Office or Division:	Records and Archives Management Office (RAMO)
Classification:	Simple
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen
Who may avail:	Faculty, Staff, Alumni and Students
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Government-issued ID/Company/School ID (1 original copy)	BIR, PRC, SSS, PhilHealth, Pag-ibig, PSA, DFA, DSWD, COMELEC, LTO or Client's Company or School
Document Requisition Slip (DRS) (2 original copies)	Records and Archives Management Office (RAMO)

Signed Authorization Letter (if request is thru representative) (1 original copy)	The client will provide			
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Present ID and secure DRS at the RAMO located at the Administration Building.	1.1 Verify the client's ID. 1.2 Provide DRS to the client.	None None	3 Minutes 2 Minutes	*Staff/ Records Officer* RAMO
2. Fill out the DRS and submit the accomplished DRS to RAMO.	2.1 Receive the accomplished DRS and conduct an initial evaluation of the submitted form. 2.2 Verify the records on file.	None None	10 Minutes 50 Minutes	*Staff/ Records Officer* RAMO *Staff/ Records Officer* RAMO
3. Wait for the release of the requested document.	3. Prepare and authenticate as a Certified True Copy (CTC) the requested document.	None	30 Minutes	*Staff/ Records Officer* RAMO
4. Receive the requested document.	4. Release the requested document CTC.		5 Minutes	*Staff/ Records Officer* RAMO
	TOTAL	None	1 Hour, 40 Minutes	

3. Request for Documents/Information through Records Maintenance and Control

This service allows alumni, faculty, staff, and students of the College to request official documents or information maintained by the College's Records Maintenance and Control Office.

Office or Division:	Records and Archives Management Office
Classification:	Simple
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen
Who may avail:	Faculty, Staff, Alumni, and Students

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Document Requisition Slip (DRS) (2 original copies)	Records and Archives Management Office (RAMO)
Government-issued ID/Company/School ID (1 original copy)	BIR, PRC, SSS, PhilHealth, Pag-ibig, PSA, DFA, DSWD, COMELEC, LTO or Client's Company or School
Signed Authorization Letter (if applicable) (1 original copy)	The client will provide

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID and signed request letter with attachments (if any) at the RAMO located at the Administration Building.	1. Check ID, receive the request letter.	None	5 Minutes	*Staff/ Records Officer* RAMO
2. Wait for the release of the requested document.	2.1 Verify the requested document from records on file.	None	45 Minutes	*Staff/ Records Officer* RAMO
	2.2 Retrieve the document and produce a scanned copy.	None	15 Minutes	
3. Receive the requested document.	3. Release the requested document.	None	5 Minutes	*Staff/ Records Officer* RAMO
	TOTAL	None	1 Hour, 10 Minutes	

Property and Supply Management Office (PSMO)

Internal Services

1. Request for the Issuance of Office Supplies and Materials

This service allows offices and units of the College to request the issuance of office supplies and materials necessary for official functions and operations.

Office or Division:	Property and Supplies Management Office (PSMO)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	All Teaching and Non-Teaching Employees of the College			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Requisition and Issue Slip (RIS) (3 original copies)		PSMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and submit duly approved RIS.	1.1 Review the RIS as to the completeness of information.	None	20 Minutes	*Supply Officer/ Property Custodian PSMO*
	1.2 Determine the availability of stocks and verify if it is included in the approved Project Procurement Management Plan (PPMP).	None	40 Minutes	*Supply Officer/ Property Custodian/ Admin Aide/ Support Staff PSMO*
	1.3 Prepare items requested for issuance.	None	1 Hour	*Admin Aide/ Support Staff PSMO*
2. Receive and check supplies requested supplies and sign in the "Received by" portion of the RIS.	2. Checks count and issue items to client.	None	1 Hour	*Admin Aide/ Support Staff PSMO*
	TOTAL	None	3 Hours	

2. Request for the Issuance of Equipment

This service enables College offices and units to request the issuance of equipment necessary for official functions and operations.

Office or Division:	Property and Supplies Management Office (PSMO)				
Classification:	Simple				
Type of Transaction:	G2G – Government to Government				
Who may avail:	All Teaching and Non-Teaching Employees of the College				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Property Acknowledgement Receipt (PAR) (1 original copy)			PSMO		
Inventory Custodian Slip (ICS) (1 original copy)			PSMO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submit a copy of approved Purchase Request to the PSMO located at the 2nd Floor of the Administration Building.	1.1 Check the submitted Purchase Request for completeness.	None	5 Minutes	*Supply Officer/ Property Custodian PSMO*	
	1.2 Prepare and release the requested equipment	None	15 Minutes	*Supply Officer/ Property Custodian/ Admin Aide/ Support Staff PSMO*	
2. Receive and check the equipment requested.	2. Issue items to the client.	None	5 Minutes	*Admin Aide/ Support Staff PSMO*	
	TOTAL	None	20 Minutes		

Health Services Unit (HSU)

External Services

1. Request for Medical Certificate

This service allows students, faculty, and staff to request a medical certificate for various purposes, such as academic requirements, work-related needs, or personal health documentation. The medical certificate is issued upon evaluation by the College's health services unit and serves as official proof of the individual's medical condition, fitness, or need for medical leave.

Office or Division:	Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G - Government to Government			
Who may avail:	All Faculty, Employees, and Students of the College			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Accomplished Physical Health Examination Form (PHEF) (1 original copy)		BASC Clinic		
Employee ID / Student ID		OSAS (Students) MIS (Faculty and Employees)		
For students only: Certificate of Registration (COR)		The client will provide		
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Proceed to the College Clinic and present the COR, or Student ID to the College Nurse.	1. Inspect the validity of COR or ID.	None	2 Minutes	*Registered Nurse* Health Services Unit
2. Accomplish and submit the Physical Health Examination Form (PHEF)	2. Retrieve accomplished PHEF of the student/employee.	None	5 Minutes	*Registered Nurse* Health Services Unit
3. Allow the College Nurse to take vital signs, height, and weight.	3. Take and record the client's vital signs, height and weight.	None	5 Minutes	*Registered Nurse* Health Services Unit
4. Allow the *College Physician to conduct physical examination.	4. Conduct physical examination and record medical history of patient.	None	15 Minutes	*College Physician* Health Services Unit
5. Wait for the Medical Certificate.	5. Prepare the Medical Certificate.	None	5 Minutes	*College Physician*

				Health Services Unit
6. Claim the Medical Certificate.	6. Issue Medical Certificate.	None	3 Minutes	
TOTAL		None	35 Minutes	

*College physician is available only every Wednesday.

Health Services Unit (HSU)

Internal Services

1. Request for Medical Certificate

This service allows students, faculty, and staff to request a medical certificate for various purposes, such as academic requirements, work-related needs, or personal health documentation. The medical certificate is issued upon evaluation by the College's health services unit and serves as official proof of the individual's medical condition, fitness, or need for medical leave.

Office or Division:	Health Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen G2G - Government to Government			
Who may avail:	All Faculty, Employees, and Students of the College			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Physical Health Examination Form (PHEF) (1 original copy)		BASC Clinic		
Employee ID / Student ID		OSAS (Students) MIS (Faculty and Employees)		
For students only: Certificate of Registration (COR)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the College Clinic and present the COR, or Student ID to the College Nurse.	1. Inspect the validity of COR or ID.	None	2 Minutes	*Registered Nurse* Health Services Unit
2. Accomplish and submit the Physical Health Examination Form (PHEF)	2. Retrieve accomplished PHEF of the student/employee.	None	5 Minutes	*Registered Nurse* Health Services Unit
3. Allow the College Nurse to take vital signs, height, and weight.	3. Take and record the client's vital signs, height and weight.	None	5 Minutes	*Registered Nurse* Health Services Unit
4. Allow the *College Physician to conduct physical examination.	4. Conduct physical examination and record medical history of patient.	None	15 Minutes	*College Physician* Health Services Unit

5. Wait for the Medical Certificate.	5. Prepare the Medical Certificate.	None	5 Minutes	*College Physician* Health Services Unit
6. Claim the Medical Certificate.	6. Issue Medical Certificate.	None	3 Minutes	
	TOTAL	None	35 Minutes	

College physician is available only every Wednesday.

Office of the Vice President for Research, Extension, Production and Development

Internal Services

1. Request for Approval of Change to Project Management Team Composition

This service allows for approval to change Project Management Team Composition for studies that have to change their project leader and/or have to add other researchers/extentionists to help with the completion of the study.

Office or Division:	Office of the Vice President for Research, Extension, Production and Development
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	BASC Faculty Researchers and Extensionists

CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request Letter (A4 size, 2 original copies) *Address it to VP-REPD with signatories that are endorsed by the dean, recommending approval by research/extension director, and approved by VP-REPD. State the name of the new project leader or name/s of the added project member/s. State the reason for changing the project leader/for adding a project member.			Provided by the client	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the request letter (signed by the Project Leader and College/Institute Dean) to REPDO.	1.1 Receive and check the completeness of the submitted documents before recording it to the logbook.	None	5 Minutes	*Support Staff* Research Office/ Extension Services Office
	1.2 Review the request. *If approved, sign the request letter. If not, issue a notice of rejection to the requesting client.	None	1 Day	*Research Director, Extension Director, and Vice President* REPD
2. Retrieve the approved request letter or notice of rejection from REPD Office.	2. Have the client sign the logbook to acknowledge its receipt.	None	5 Minutes	*Support Staff* Research Office/ Extension Services Office
TOTAL		None	1 Day 10 Minutes	

2. Request for Approval for Paper Presentation to Non-BASC Organized Conferences or for Paper Publication to Non-BASC Journals

This service allows request for permission to present or publish an internally-funded research or extension paper to Non-BASC Organized Conferences and Non-BASC Journals.

Office or Division:	Office of the Vice President for Research, Extension, Production and Development			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	BASC Researchers and Extensionists			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Letter of Request to present or to publish a paper (A4 size, 2 copies) * Address it to VP-REPD with signatories that are endorsed by the dean, recommending approval by research/extension director, and approved by VP-REPD. *For presentations, state the title of the paper and the name of the conference, date, venue, and organizer. *For publications, state the title of the paper and the name of the journal, its indexing, and quartile level.			Provided by the client	
Acceptance Letter (A4 size, 2 original copies)				
Full Paper (A4 size, 2 original copies)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit complete requirements, as stated in Checklist of Requirements to the REPD Office.	1.1 Receive and check the correctness and completeness of the submitted documents before recording it to the logbook.	None	5 Minutes	*Support Staff* Research Office
	1.2 Review the request letter. *If approved, sign the request letter. *If not, issue a notice of rejection	None	1 Day	*Research Director, Extension Director, and Vice President* REPD

	to the requesting client.			
2. Retrieve the approved request letter or notice of rejection from REPD Office.	2. The staff will have the client sign the logbook to acknowledge its receipt.	None	5 Minutes	*Support Staff* Research Office
TOTAL		None	1 Day, 10 Minutes	

3. Request for Approval of Project Duration Extension and/or Project Implementation Postponement

This service allows for approval to extend the project duration and/or project implementation postponement to give more ample time to the project management team to complete their study. As stated in the MOA signed between the Researchers and BASC, the request for project extension shall be submitted one (1) month prior to the projects end duration.

Office or Division:	Office of the Vice President for Research, Extension, Production and Development			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	BASC Faculty Researchers and Extensionists			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Request Letter (A4 size, 2original copies) *Address it to VP-REPD with signatories that are endorsed by the dean, recommending approval by research/extension director, and approved by VP-REPD. Specify all the activities already conducted and activities yet to be conducted. State the reason of the delay to complete the study. State the new target date the PMT wish to be approved.			Provided by the client.	
Updated Workplan Schedule (1 original copy) *According to the requested project duration.				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the request letter (signed by the Project Leader and College/ Institute Dean)	1.1 Receive and check the completeness of the submitted documents before recording it to the logbook.	None	5 Minutes	*Support Staff* Research Office and Extension Services Office

along with the updated Workplan Schedule to REPDO.	1.2 VP-REPD and the Research Director or Extension Services Director will review the request. *If approved, sign the request letter. *If not, issue a notice of rejection to the requesting client.	None	1 Day	*Research Director, Extension Director, and Vice President* REPD
2. Retrieve the approved request letter or notice of rejection from REPD Office.	2. Have the client sign the logbook to acknowledge its receipt.	None	5 minutes	*Support Staff* Research Office and Extension Services Office
TOTAL		None	1 Day, 10 Minutes	

4. Request for Approval of Project Pre-Termination

This service allows for approval to pre-terminate the project as the PMT no longer wants to conduct the study and/or has valid reason/s to stop the implementation of the study.

Office or Division:	Office of the Vice President for Research, Extension, Production and Development			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who may avail:	BASC Faculty Researchers and Extensionists			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Request Letter (A4 size, 2 copies) *Address it to VP-REPD with signatories that are endorsed by the dean, recommending approval by research/extension director, and approved by VP-REPD. Specify all the activities already conducted. State the issues and concerns faced during the implementation of the study. State if the project has expenditures.			Provided by the client.	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit the request letter (signed by the	1.1 Receive and check the completeness of the	None	5 Minutes	*Support Staff* Research Office and Extension Services Office

Project Leader and College/Institute Dean) to REPDO.	submitted documents before recording it to the logbook. 1.2 VP-REPD and the Research Director or Extension Services Director will review the request. *If approved, sign the request letter. *If not, issue a notice of rejection to the requesting client.	None	1 Day	*Research Director, Extension Director, and Vice President* REPD
2. Retrieve the approved request letter or notice of rejection from REPD Office.	2. Have the client sign the logbook to acknowledge its receipt.	None	5 Minutes	*Support Staff* Research Office and Extension Services Office
TOTAL		None	1 Day, 10 Minutes	

5. Request for Certification of Research, Extension, and Training Involvement

This service allows request for certification of involvement in REPD activities. Research and Extension involvement includes lists for packaged proposals, approved and ongoing projects, completed projects, presented papers, presentation awards, publication and citation of said papers. Training Involvement includes list for conducted trainings.

Office or Division:	Office of the Vice President for Research, Extension, Production and Development
Classification:	Simple
Type of Transaction:	G2G – Government to Government
Who may avail:	BASC Faculty Researchers and Extensionists
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
Request Letter (A4 size, 2 copies) *Address it to either Research Director or Extension Services Director. State the purpose of the certification.	Provided by the client.

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit a request letter to Research Office or Extension Services Office.	1.1 Receive and check the completeness of the submitted documents before recording it to the logbook.	None	5 Minutes	*Support Staff* Research Office and Extension Services Office
	1.2 Evaluate the legitimacy of the request from the REPD records. *If approved, sign the request letter and issue a certification. *If not, issue a notice of rejection to the requesting client.	None	2 Days	*Research Director, Extension Director, and Vice President* REPD
2. Receive the certification or notice of rejection.	2. Have the client sign the logbook to acknowledge its receipt.	None	5 Minutes	*Support Staff* Research Office and Extension Services Office
TOTAL		None	2 Days, 10 Minutes	

6. Request for Endorsement Letter for Funding of Paper Presentation to Non-BASC Organized Conferences or for Paper Publication to Non-BASC Journals

This service allows request for funding endorsement from the Vice President of REPD for an internally-funded research or extension paper presentation to Non-BASC Organized Conferences including registration fees for online and face-to-face presentations, and with accommodation, transportation, and food allowance inclusion for onsite presentation or for funding publication fees of an internally-funded research or extension paper publication to Non-BASC Journals.

Office or Division:	Office of the Vice President for Research, Extension, Production and Development
Classification:	Simple
Type of Transaction:	G2G – Government to Government

Who may avail:	BASC Researchers and Extensionists			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Request Letter for funding (A4 size, 3 original copies) *Address it to VP-REPD with signatories that are endorsed by the dean, recommending approval by research/extension director, and approved by VP-REPD. *For presentations, state the title of the paper and the name of the conference, date, venue, and organizer. Then state the breakdown of the requested amount including the mode of claiming if it's for cash advance, direct payment, or reimbursement. *For publications, state the title of the paper and the name of the journal, its indexing, and quartile level. Then state the breakdown of the requested amount including the mode of claiming if it's for cash advance, direct payment, or reimbursement.			Provided by the client	
Request of Fund for Oral/Poster Presentation or Request of Fund for Paper Publication (*ISO Form*) (Long size, 3 copies)			REPD *Google Drive Folder for REPD ISO Forms may be accessed in all REPD-related group chats or through office coordinators.	
Acceptance Letter (A4 size, 3 original copies)			Provided by the client	
Full Paper (Long size, 3 original copies)				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit complete requirements, as stated in Checklist of Requirements to the REPD Office.	1.1 Receive and check the correctness and completeness of the submitted documents before recording it to the logbook.	None	5 Minutes	*Support Staff* Research Office
	1.2 Review the request letter. *If approved, sign the request letter and issue an endorsement letter. If not, issue a notice of rejection to the requesting client.	None	1 Day	*Research Director, Extension Director, and Vice President* REPD

2. Wait for the notice from REPD regarding the request.	2.1 Inform the client about the decision.	None	5 Minutes	*Support Staff* Research Office
	2.2 Forward the endorsement letter along with the request documents to the Office of the President for review and approval.	None	5 Minutes	*Support Staff* Research Office
	2.3 Review the request. *For presentation overseas, subject the request thru Board of Trustee evaluation and approval. *If approved, forward the request to the Office of the Vice President for Administration and Finance (OVP-AF) for processing. If not, issue a notice of rejection to the requesting client.	None	1 Day	*College President* Office of the President
3. Wait for the notice from the Office of the President regarding the request.	3. Inform the client about the decision.	None	5 Minutes	*Staff* Office of the President
4. Retrieve the request documents. *If approved, coordinate with the OVP-AF for processing of funding grant. *If not, receive a notice of rejection from the Office of the President.	4. Have the client sign the logbook to acknowledge its receipt.	None	5 Minutes	*Staff* Office of the President or *Secretary* OVP-AF
TOTAL		None	2 Days, 25 Minutes	

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

Extension Services Office (ESO)

External Services

1. Request for Use of Farmers Training Center (FTC) Facility and Equipment

This service allows for reservation and usage of FTC facility and equipment for classes, trainings, and events. The extension office prioritizes requests related to trainings catered for outside beneficiaries.

Office or Division:	REPD - Extension Services Office (ESO)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			**WHERE TO SECURE**	
Prior Reservation of Date and Venue			REPD Office	
Request Letter (A4 size, 2 original copies) *Address it to VP-REPD and in attention to ESO Director with signatories of approved by VP-REPD.			To be provided by the client	
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Check availability of facilities in your preferred date and set a reservation.	1. Check availability and reserves the facility and date.	None	5 Minutes	*Training Unit Staff* REPD-ESO
2. Submit a request letter.	2.1 Receive and sign their initial in the letter before forwarding to VP-REPD for review.	None	5 Minutes	*Training Unit Staff* REPD-ESO
	2.2 Review the request letter. *If approved, sign the request letter. If not, issue a notice of rejection to the requesting client.	None	1 Day	*Vice President* REPD
3. Retrieve the approved request letter or notice of rejection from REPD Office.	3. Have the client sign the logbook to acknowledge its receipt.	None	5 Minutes	*Training Unit Staff* REPD-ESO
	TOTAL	None	1 Day 15 Minutes	

Extension Services Office (ESO)

Internal Services

1. Request for Funding of Training Proposals

This service allows submission and evaluation of training proposals for possible funding.

Office or Division:	REPD - Extension Services Office (ESO)			
Classification:	Complex			
Type of Transaction:	G2G – Government to Government			
Who may avail:	BASC Faculty and Employees			
CHECKLIST OF REQUIREMENTS		**WHERE TO SECURE**		
Training Needs Assessment (Long size, 1 original copy)		To be provided by the requesting client		
Summary of TNA (Long size, 1 original copy)		REPD *Google Drive Folder for REPD ISO Forms found in all REPD related group chats or through office coordinators		
Request Letter from the client asking for training services (Long size, 1 original copy) *Needed if there is no TNA and Summary or TNA.		To be provided by the requesting client		
Training Proposal (Long size, 3 copies)		REPD *Google Drive Folder for REPD ISO Forms found in all REPD related group chats or through your office coordinator.		
Revised Training Proposal (Long size, 2 copies)				
Accomplished Compliance Form (Long size, 2 copies)				
CLIENT STEPS	**AGENCY ACTIONS**	**FEES TO BE PAID**	**PROCESSING TIME**	**PERSON RESPONSIBLE**
1. Submit all required documents as listed in the Checklist of Requirements to the Extension Office for review and processing.	1.1 Extension Office will receive and check the completeness of the submitted documents.	None	5 Minutes	*Staff* ESO Training Unit
	1.2 Forward it to the training committee for evaluation.	None	5 Minutes	*Staff* ESO Training Unit
	1.3 The training committee will evaluate the submitted training proposal and	None	3 Days	Training Committee REPD-ESO

	provide comments and suggestions, if any. 1.4 The staff will consolidate the comments and suggestions of the committee, if any, for release.	None	30 Minutes	*Staff* ESO Training Unit
2. Retrieve the evaluated training proposal with consolidated comments and suggestions, if any.	2. The staff will have the client sign the logbook to acknowledge its receipt.	None	5 Minutes	*Training Committee* REPD-ESO
3. Return the revised training proposal to the Extension Office for final approval by the committees.	3.1 Verify if the proponents complied with the necessary revisions, if any.	None	30 Minutes	*Staff* ESO Training Unit
	3.2 Forward the revised proposal to the committee for approval.	None	5 Minutes	*Staff* ESO Training Unit
	3.3 Review and approve the proposal.	None	2 Days	*Director* REPD-ESO and *College President* Office of the President
4. Retrieve copy of approved training proposal.	4. Have the client sign the logbook to acknowledge its receipt.	None	5 Minutes	*Staff* ESO Training Unit
TOTAL		None	5 Days, 1 Hour, 25 Minutes	

2. Request for Use of Farmers Training Center (FTC) Facility and Equipment

This service allows for reservation and usage of FTC facility and equipment for classes, trainings, and events. The extension office prioritizes requests related to trainings catered for outside beneficiaries.

Office or Division:	REPD - Extension Services Office (ESO)			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government G2C – Government to Citizen G2B – Government to Business			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Prior Reservation of Date and Venue			REPD Office	
Request Letter (A4 size, 2 original copies) *Address it to VP-REPD and in attention to ESO Director with signatories of approved by VP-REPD.			To be provided by the client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check availability of facilities in your preferred date and set a reservation.	1. Check availability and reserves the facility and date.	None	5 Minutes	*Training Unit Staff* REPD-ESO
2. Submit a request letter.	2.1 Receive and sign their initial in the letter before forwarding to VP-REPD for review.	None	5 Minutes	*Training Unit Staff* REPD-ESO
	2.2 Review the request letter. *If approved, sign the request letter. If not, issue a notice of rejection to the requesting client.	None	1 Day	*Vice President* REPD
3. Retrieve the approved request letter or notice of rejection from REPD Office.	3. Have the client sign the logbook to acknowledge its receipt.	None	5 Minutes	*Training Unit Staff* REPD-ESO
	TOTAL	None	1 Day, 15 Minutes	

Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	

How to send a feedback?	Clients may share their feedback through the following channels:
	
	1. **Client Feedback Form** – Fill out the form and drop it in the designated feedback boxes available in each office.
	2. **Email Submission** – Send feedback to:
	  o **Public Assistance and Complaints Desk (PACD):** pacd@basc.edu.ph
	  o **Committee on Anti-Red Tape Act (CART):** info@basc.edu.ph
	  o **Human Resource Management Office (HRMO):** hrmo@basc.edu.ph
	
	3. **Phone Call**– Contact us at (044) 931-8660 (Loc. 101/106).

How feedbacks are processed?	o Submitted Client Feedback Forms are collected and reviewed by the respective offices. o Data is analyzed to assess overall client satisfaction and identify areas for improvement. o Findings and recommendations are submitted to the **Quality Assurance and Accreditation Office** for necessary action.

How to file a complaint?	Clients may file a complaint through any of the following methods:
	
	1. **Client Feedback Form** – Complete the complaint section and drop it in the designated feedback boxes.
	2. **In-Person Filing** – Visit the **Human Resource Management and Development Office** at BASC Main Campus.
	3. **Email Submission** – Send complaints to:
	  o **HRMO:** hrmo@basc.edu.ph
	  o **PACD:** pacd@basc.edu.ph
	4. **Phone Call** – Reach us at (044) 931-8660 (Loc. 106 or 114).
	5. **PACD Office** – Visit the **Public Assistance and Complaints Desk (PACD)** at the 3rd Floor, OSAS Building, BASC Main Campus.

How complaints are processed?	1. **Complaint Submission** – Complaints can be filed through the Client Feedback Form, in-person visits, email, or phone call.
	2. **Acknowledgment** – Upon receipt, the concerned office (e.g., HRMO, PACD) acknowledges the complaint and logs it for tracking and monitoring.
	3. **Evaluation and Initial Review** – The designated office reviews the complaint to determine its nature, validity, and the appropriate course of action.
	4. **Investigation and Verification** – If necessary, an internal inquiry is conducted, which may include gathering evidence, interviewing involved parties, and consulting relevant policies and guidelines.
	5. **Resolution and Action** – Based on the findings, appropriate actions are taken. This may include mediation, policy adjustments, disciplinary measures, or service improvements.
	6. **Communication of Resolution** – The complainant is informed of the outcome and any actions taken to address their concerns.

Contact Information of:	
ARTA	8475-5091/8478-5093/8478-5099 complaints@arta.gov.ph
Presidential Complaint Center (PCC):	8888/8736-8645/8736-8603/8736-8606/8736-8629
Call Center ng Bayan (CCB)	*Text* 0908 881-6565 or *Call* 1-6565
Civil Service Commission (CSC)	: 0917 – TEXTCSC (8398272)

List of Offices

Office	Address	Contact Information
Alumni Relations and Affairs Office	Bahay ng Alumni, BASC, Pinaod, San Ildefonso, Bulacan	(044) 931 8660 (Local 100)
Business Affairs and Auxiliary Services Office	Old Hostel, BASC, Pinaod, San Ildefonso, Bulacan	(044) 931 8660 (Local 115)
Cashiering Unit	BASC Administration Building (Right Wing), Pinaod, San Ildefonso, Bulacan	(044) 931 8660 (Local 111)
Committee on Anti-Red Tape	Office of the President, BASC Administration Building, Pinaod, San Ildefonso, Bulacan	(044) 931 8660 (Local 101/104)
Culture and the Arts Development Office	Bahay ng Alumni, BASC, Pinaod, San Ildefonso, Bulacan	(044) 931 8660 (Local 100)
General Services, Security and Transportation Unit	GSSTU Building, BASC, Pinaod, San Ildefonso, Bulacan	(044) 931 8660 (Local 100)
Health Services Unit	College Clinic, BASC, Pinaod, San Ildefonso, Bulacan	(044) 931 8660 (Local 100)
Human Resource Management Office	BASC Administration Building, Pinaod, San Ildefonso, Bulacan	(044) 931 8660 (Local 106)
Intellectual Property and Technology Business Management Office Alumni Relations and Affairs Office	IPTBMO Building, BASC, Pinaod, San Ildefonso, Bulacan	(044) 931 8660 (Local 100)
Management Information Systems Office	3rd Floor, OSAS Building, BASC, Pinaod, San Ildefonso, Bulacan	(044) 931 8660 (Local 114)
Office of Student Affairs and Services - Institutional Student Programs and Services Unit (OSAS-ISPSU)	Ground Floor, OSAS Building, BASC, Pinaod, San Ildefonso, Bulacan	(044) 931 8660 (Local 113)
Office of Student Affairs and Services - Student Development Services Unit (SDSU)	3rd Floor, OSAS Building, BASC, Pinaod, San Ildefonso, Bulacan	(044) 931 8660 (Local 113)

Office of Student Affairs and Services- Student Welfare Services Unit (SWSU)	2nd Floor, OSAS Building, BASC, Pinaod, San Ildefonso, Bulacan	(044) 931 8660 (Local 113)
Office of the College Board Secretary	3rd Floor, OSAS Building, BASC, Pinaod, San Ildefonso, Bulacan	(044) 931 8660 (Local 109)
Office of the College Librarian	College Library, BASC, Pinaod, San Ildefonso, Bulacan	(044) 931 8660 (Local 100)
Office of the College President	BASC Administration Building, Pinaod, San Ildefonso, Bulacan	(044) 931 8660 (Local 101)
Office of the College Registrar	Ground Floor, Office of the Registrar Building, BASC Administration Building, Pinaod, San Ildefonso, Bulacan	(044) 931 8660 (Local 112)
Office of the Dean		
College of Agriculture and Graduate School of Agriculture	Ground Floor College of Agriculture Building, Poblacion, San Ildefonso, Bulacan	(044) 931 8660 (Local 100)
College of Education and Graduate School of Education	Ground Floor, College of Education Building, Pinaod, San Ildefonso, Bulacan	(044) 931 8660 (Local 117)
College of Engineering and Technology	2nd Floor, CET Building, Pinaod, San Ildefonso, Bulacan	(044) 931 8660 (Local 100)
College of Management	Ground Floor, College of Management Building, Pinaod, San Ildefonso, Bulacan	(044) 931 8660 (Local 118)
Institute of Arts and Sciences	Ground Floor, IAS Building, Pinaod, San Ildefonso, Bulacan	(044) 931 8660 (Local 116)
Institute of Computer Science	Ground Floor, ICS Building, Pinaod, San Ildefonso, Bulacan	(044) 931 8660 (Local 100)
Institute of Veterinary Medicine	2nd Floor, RDC Building, BASC, Pinaod, San Ildefonso, Bulacan	(044) 931 8660 (Local 104)
Institute of Environmental Science and Forestry	IESF Building, Sapang Bulac, Dona Remedios Trinidad, Bulacan	(044) 931 8660 (Local 100)

Office of the Vice President for Research, Extension, Production and Development	2nd Floor, RDC Building, BASC, Pinaod, San Ildefonso, Bulacan	(044) 931 8660 (Local 104)
Planning and Development Office	3rd Floor, OSAS Building, BASC, Pinaod, San Ildefonso, Bulacan	(044) 931 8660 (Local 120)
Property Management and Supply Office	2nd Floor, BASC Administration Building, Pinaod, San Ildefonso, Bulacan	(044) 931 8660 (Local 110)
Public Affairs and Information Office	3rd Floor, OSAS Building, BASC, Pinaod, San Ildefonso, Bulacan	(044) 931 8660 (Local 114)
Quality Assurance and Accreditation Office	BASC Administration Building (Left Wing), Pinaod, San Ildefonso, Bulacan	(044) 931 8660 (Local 102)
Records and Management Office	BASC Administration Building, Pinaod, San Ildefonso, Bulacan	(044) 931 8660 (Local 123)