



ISO 9001:2015  
TÜV Rheinland ID 910863351

# BICOL UNIVERSITY

CITIZEN'S CHARTER  
2021 Edition



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## **MESSAGE**

Bicol University, as the premier state university in the Bicol region, and a service provider for Bicolano scholars has continuously expanded its reach beyond its border. As such, it has sustained its excellent efforts to meet the utmost clientele satisfaction in its discharge of its duties and responsibilities as an academic institution.

This revised Citizen's Charter 2021 Edition is a manifestation of the university's desire for continuous and sustained improvement of its processes in its conscientious performance of its mandate – to serve the public. With its commitment to excellence in instruction, research, and extension, achieved with clientele satisfaction and the adherence to quality standards as embodied in its Quality Policy, Bicol University declares, through this Charter, its eagerness to serve its clients the best way possible. This revised Charter details the updated information on the various offices in the institution and the corresponding frontline services they offer. Through this Charter, both clients and service providers, including the Bicol University employees are made fully aware of new, revised, and updated guidelines, procedures, and mutual expectations towards more efficient and effective transactions. It is the university's desire to have the best civil servants in the region, if not, the nation. The BU Citizen's Charter serves as a guide towards the continuing quest for establishing a culture of excellent service, and quality education.

**ARNULFO M. MASCARIÑAS, Ph.D**  
SUC President IV

## **I. Vision**

“A world-class University producing leaders and change agents for social transformation and development”.

## **II. Mission**

“The Bicol University shall primarily give professional and technical training, and provide advanced and specialized instruction in literature, philosophy, the science and arts, besides providing for promotion of scientific and technological researches” (RA 552).

## **III. Service Pledge**

We, the employees of Bicol University, in the spirit of genuine service, commit to serve with utmost dedication and professionalism, guided by this charter and the University’s policies and applicable laws of the land.

## **IV. Quality Policy**

Bicol University commits to continually strive for excellence in instruction, research and extension by meeting the highest level of clientele satisfaction and adhering to quality standards and applicable and statutory requirements.



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## A. ADMISSIONS OFFICE

1. Bicol University College Entrance Test (BUCET)				
Office or Division	: Admissions Office			
Classification	: Simple			
Type of Transaction	: Government-to-Citizens			
Who may avail	: Students of DepEd-recognized high schools that are high school seniors expecting to graduate at the end of the school year; OR : Senior High School graduates who have not taken and/or are not taking any college subject.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Correctly and completely accomplished Application Form (AF).		BUAO Website ( <a href="http://www.buao.bicol-u.edu.ph">www.buao.bicol-u.edu.ph</a> )		
Two copies of 2x2 identical recent photographs of the applicant are to be attached in the application form.		Requesting Entity		
Grade 9 to Grade 11 high school academic ratings are affixed at the reverse side of the AF and duly signed by the school principal/registrar.		Requesting Entity		
One long-sized window envelope and containing 50.00 pesos worth of stamps for mailing of test results.		Requesting Entity		
Photocopy of Form 138 for senior high school graduates who have not taken any subject beyond college. (Original copy of Form 138 should be presented for authentication).		Requesting Entity		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Securing and Filling-up of Application Form through the BU website: <a href="http://www.buao.bicol-u.edu.ph">www.buao.bicol-u.edu.ph</a>		Testing Fee is <b>free</b> for Filipino freshmen applicants pursuant	5 minutes	Applicant



		to R.A. No. 10931		
2. Submission of complete application requirements at the BU Admissions Office.	2. The applicant will be entertained during their assigned scheduled date. Requirements will be checked and verified upon filing.		3-5 minutes	Admissions Staff
3. Wait for the Test Permit	3. Schedule applicant and release Test Permit.		3-5 minutes	Admissions Staff
<b>TOTAL:</b>			<b>15 minutes</b>	

<b>2. High School Entrance Test (HSET)</b>	
Office or Division	: Admissions Office
Classification	: Simple
Type of Transaction	: Government-to-Citizens
Who may avail	: Graduates of Elementary School recognized by the Department of Education.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Correctly and completely accomplished Application Form (AF).	BUAO Website ( <a href="http://www.buao.bicol-u.edu.ph">www.buao.bicol-u.edu.ph</a> )
Two (2) copies of 1"x1" recent photograph of the applicant in the white background;	Requesting Entity
A certified true copy of Form 137 (Grade 1 to Grade 5) elementary academic ratings duly signed and certified by the School Principal/School Head/Registrar, with your school's dry seal	School Principal/School Head/Registrar
Certification as proof that the student is enrolled in Grade 6 duly signed and	School Principal/School Head/Registrar



certified by the School Principal/School Head/Registrar, with your school's dry seal.				
One (1) white long-sized window mailing envelope with Php 50.00 worth of mailing stamps attached on the upper right-hand corner of the window mailing envelope for mailing of results		Requesting Entity		
Original Receipt as proof of payment		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Securing and Filling-up of Application Form through the BU website: <a href="http://www.buao.bicol-u.edu.ph">www.buao.bicol-u.edu.ph</a>			5 minutes	Applicant
2. Pay the non-refundable testing fee at the BU General Administration building		Php 100.00	5 minutes	University Cashier's Office
3. Submission of complete application requirements at the BU Admissions Office.	3. The applicant will be entertained during their assigned scheduled date. Requirements will be checked and verified upon filing.		3-5 minutes	Admissions Staff
4. Wait for the Test Permit	4. Schedule applicant and release Test Permit.		3-5 minutes	Admissions Staff
<b>TOTAL:</b>		<b>Php 100.00</b>	<b>20 minutes</b>	



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<b>3. Senior High School Admission Test (SHAT)</b>	
Office or Division	: Admissions Office
Classification	: Simple
Type of Transaction	: Government-to-Citizens
Who may avail	: Have completed junior high school; : Not have taken senior high school in another school; : Have completed Non-formal Education (NFE) Accreditation and Equivalency or Alternative Learning System (ALS); : For Foreign nationals who completed their junior high school education abroad, except Philippine schools under DepEd.
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Correctly and completely accomplished Application Form (AF).	BUAO Website ( <a href="http://www.buao.bicol-u.edu.ph">www.buao.bicol-u.edu.ph</a> )
Two copies of 2x2 identical recent photographs of the applicant are to be attached to the application form.	Requesting Entity
Grade 7 to Grade 9 academic ratings affixed at the reverse side of the AF and duly signed by the school principal and/or photocopy of PEPT/ALS results if a qualifier.	Requesting Entity
Original and photocopy of junior high school grade (Grade 10 report card);	Requesting Entity
Certification from the high school Principal stating that the applicant's Form 137-A is still in the school file and has not been forwarded to another school;	Requesting Entity
One long-sized window envelope and containing 50.00 pesos worth of stamps for mailing of test results.	Requesting Entity
Original Receipt as proof of payment.	Requesting Entity
For Foreign National, Scholastic records or transcript of record duly authenticated by the Philippine Embassy in the applicant's country of origin;	Requesting Entity

Alien Certification of Registration (ACR) or Special Study Permit (SSP).		Requesting Entity		
Original and photocopy of passport and authorized stay.		Requesting Entity		
Photocopy of birth certificate from the country of origin.		Requesting Entity		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Securing and Filling-up of Application Form through the BU website: <a href="http://www.buao.bicol-u.edu.ph">www.buao.bicol-u.edu.ph</a>			5 minutes	Applicant
2. Pay the non-refundable testing fee at the BU General Administration building		Php 200.00	5 minutes	University Cashier's Office
3. Submission of complete application requirements at the BU Admissions Office.	3. Requirements will be checked and verified upon filing.		3-5 minutes	Admissions Staff
4. Wait for the Test Permit	5. Schedule applicant and release Test Permit.		3-5 minutes	Admissions Staff
<b>TOTAL</b>		<b>PHP 200.00</b>	<b>20 minutes</b>	

<b>4. Kindergarten Admission Test (KAT)</b>				
Office or Division	: Admissions Office			
Classification	: Simple			
Type of Transaction	: Government-to-Citizens			
Who may avail	: The child is at least 5 years old by October 31 of the current year (DepEd Order no. 20s.2018) : The child has completed Nursery or Kinder 1 in any school. : The child passed the Kindergarten Admission Test (KAT) administered by the Office of Admissions covering the following developmental areas: physical, cognitive, and socio-emotional.			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Correctly and completely accomplished Application Form (AF).		BUAO Website ( <a href="http://www.buao.bicol-u.edu.ph">www.buao.bicol-u.edu.ph</a> )		
Two copies of 1x1 identical recent photograph of the applicant are to be attached in the application form.		Requesting Entity		
Photocopy of Birth Certificate (NSO/PSA) (original should be presented for authentication).		Requesting Entity		
Certification from the previous school that the child has completed Kinder I or Nursery.		Requesting Entity		
One (1) white long-sized window mailing envelope with Php 45.00 worth of mailing stamps attached on the upper right-hand corner of the window mailing envelope for mailing of results		Requesting Entity		
Original receipt as proof of payment		Cashier's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Securing and Filling-up of Application Form through the BU website:	1. Check that no item is left unanswered in the Application Form		5 minutes	Guardian/Parent of the Applicant

<a href="http://www.buao.bicol-u.edu.ph">www.buao.bicol-u.edu.ph</a>				
2. Pay the non-refundable testing fee at the BU General Administration building		Php 200.00	5 minutes	University Cashier's Office
3. Submission of complete application requirements at the BU Admissions Office.	3. Requirements will be checked and verified upon filing.		3-5 minutes	Admissions Staff
4. Wait for the Test Permit	4. Schedule applicant and release Test Permit.		3-5 minutes	Admissions Staff
<b>TOTAL:</b>		<b>Php 200.00</b>	<b>20 minutes</b>	

5. Evaluation and Processing of Shifters	
Office or Division	: Admissions Office
Classification	: Simple
Type of Transaction	: Government-to-Citizens
Who may avail	: A student of any college in the University who has not obtained two or more failing grades in his present course/program. : The student has not finished 50 percent or more of the required units of his present course. : General Weighted Average must be 2.4 or better : Receiving college must have a slot available for the shifter.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Correctly and completely accomplished Application Form for Shifters	BUAO Website ( <a href="http://www.buao.bicol-u.edu.ph">www.buao.bicol-u.edu.ph</a> )
Letter of Intent to Shift	Requesting Entity
Certification of Grades duly signed by the sending College/Unit Registrar Original receipt as proof of payment	Requesting Entity



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Certification of Grades duly signed by the sending College/Unit Registrar		Requesting Entity		
Certificate or Notice of Availability of Slot from the college where the shifter wants to enroll in.		College where shifters wants to enroll		
Original receipt as proof of payment		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Securing and Filling-up of Application Form through the BU website: <a href="http://www.buao.bicol-u.edu.ph">www.buao.bicol-u.edu.ph</a>			5 minutes	Applicant
2. Present Letter of Intent to Shift	2. The applicant will be entertained during their assigned scheduled date.		3-5 minutes	Admissions Staff
3. Present Certification of Grades from the previous college attended	3. Evaluate grades and check the number of units taken.		10 minutes	Admissions Staff
4. Present Certificate or Notice of Availability of Slot from the college where the shifter wants to enroll in	4. Verify slot availability and approval.		10 minutes	Admissions Staff
5. Pay the non-refundable processing fee	5. Checks the original receipt.	Php 100.00	5 minutes	University Cashier's Office
6. Administration of required aptitude test by the college  a. Pay required testing fee  b. Take the test	6. Schedule and conduct aptitude test.	Php 200.00 per test		Ray Artimus Hinlo



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			1.5 hours	
7. Endorsement to the college where the shifter wants to enroll in	7. A duly accomplished copy of the Application Form with the required attachment will be provided to the applicant as an enrollment requirement.		5 minutes	Dr. Hennie P. Lomibao
<b>TOTAL</b>		<b>Php 300.00</b>	<b>2 hours</b>	

#### 6. Evaluation and Processing of Transferees

Office or Division	: Admissions Office		
Classification	: Simple		
Type of Transaction	: Government-to-Citizens		
Who may avail	: A student from any higher learning institution recognized by CHED who has not finished 50 percent or more of the required units of his present course/program : Has General Weighted Average (GWA) of 2.0 or 89.00 or its equivalent, or better for all the academic units he/she has earned outside of Bicol University. : No failed subjects.		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
Correctly and completely accomplished Application Form for Transferees	BUAO Website ( <a href="http://www.buao.bicol-u.edu.ph">www.buao.bicol-u.edu.ph</a> )		
Official Transcript of Records or Certification of Grades from sending school.	Requesting Entity		
Letter of Intent to Transfer	Requesting Entity		
Present Certificate or Notice of Availability of Slot from the college where the transferee wants to enroll in	Requesting Entity		





Original receipt as proof of payment		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Securing and Filling-up of Application Form through the BU website: <a href="http://www.buao.bicolu.edu.ph">www.buao.bicolu.edu.ph</a>			5 minutes	Applicant
2. Present Letter of Intent to Transfer	2. The applicant will be entertained during their assigned scheduled date.		3-5 minutes	Admissions Staff
3. Present Transcript of Records or Certification of Grades from the previous school attended	3. Evaluate grades and check the number of units taken.		10 minutes	Admissions Staff
4. Present Certificate or Notice of Availability of Slot from the college where the transferee wants to enroll in	4. Verify slot availability and approval.		10 minutes	Admissions Staff
5. Pay the non-refundable processing fee	5. Checks the original receipt.	Php 100.00	5 minutes	University Cashier's Office
6. Administration of required aptitude test by the college  a. Pay required testing fee  b. Take the test	6. Schedule and conduct aptitude test.	Php 200.00 per test	1.5 hours	Mr. Ray Artimus Hinlo



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7. Endorsement to the college where the transferee wants to enroll in	7. A duly accomplished copy of the Application Form with the required attachment will be provided to the applicant as an enrollment requirement.		5 minutes	Dr. Hennie P. Lomibao
<b>TOTAL:</b>		<b>Php 300.00</b>	<b>2 hours</b>	

<b>7. Psychological Testing</b>				
Office or Division	: Admissions Office			
Classification	: Simple			
Type of Transaction	: Government-to-Citizens			
Who may avail	: Any individual or organization referred or otherwise, that needs psychological testing			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
Properly filled-out request form or letter.		Admissions Office		
Official receipt of payment of a testing fee		Cashier's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Securing and Filling-up of Request Form from Psychologist	1. Check that no item is left unanswered in the Request Form.		10 minutes	Client Ray Artimus Hinlo
2. See and consult BUAO Dean with regards to testing needs	2. Inform the client of the approval of the Request Form.		3-5 minutes	Admissions Staff



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3. Pay the required testing fee	3. Checks the original receipt. Schedule the psychological test.	Php 400.00 to Php 500.00	15 minutes	University Cashier's Office
4. Take the Psychological Test	4. Conduct Psychological Test		1 hour to 1 day	Client Ray Artimus Hinlo
5. Wait for the result	5. Individual/group conference conducted for test interpretation.		15 minutes	Ray Artimus Hinlo
<b>TOTAL:</b>			<b>1 day</b>	

<b>8. Bicol University College of Law Entrance Test (BUCLET)</b>	
Office or Division	: Admissions Office
Classification	: Simple
Type of Transaction	: Government-to-Citizens
Who may avail	: Graduates of any Baccalaureate degree. : General Weighted Average of 2.4 or 85% or its equivalent in his/her pre-law degree.
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Fully accomplished Application Form	BUAO Website ( <a href="http://www.buao.bicol-u.edu.ph">www.buao.bicol-u.edu.ph</a> )
Accomplished Data Privacy Consent Form	BUAO
Photocopy of OTR/Certificate from Registrar where the pre-law degree was obtained indicating GWA, if it does not appear in the OTR	Registrar where the pre-law degree was obtained
Photocopy of NSO/PSA Birth Certificate	Requesting Entity
Recent 2 pcs 2 x 2 ID picture with white background	Requesting Entity
Application Fee: Php 750.00	Requesting Entity



Passing score in the BUCLET, Essay, and Panel Interview as prescribed by the College.		Requesting Entity		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Securing and Filling-up of Application Form through the BU website: <a href="http://www.buao.bicol-u.edu.ph">www.buao.bicol-u.edu.ph</a>			5 minutes	Applicant
2. Pay the non-refundable testing fee or deposit thru Land Bank.	2. Checks the original receipt.	Php 750.00	5 minutes	University Cashier's Office
3. Submission of complete application requirements at the BU Admissions Office.	3. Requirements will be checked and verified upon filing.		3-5 minutes	Admissions Staff
4. Wait for the Test Permit	4. Schedule applicant and release Test Permit.		3-5 minutes	Admissions Staff
5. Wait for the Schedule the Panel interview	5. Details of the online interview schedule will be sent through the email address or contact number provided by the applicant.			BUCL Staff
<b>TOTAL:</b>			<b>20 minutes</b>	

<b>9. Bicol University College of Medicine Admission</b>	
Office or Division	: Admissions Office
Classification	: Simple
Type of Transaction	: Government-to-Citizens
Who may avail	: Graduates of any Bacallaureate degree. : General Weighted Average of 85% or its equivalent in his/her pre-med degree. : National Medical Admission Test (NMAT) Result with not below 65 score
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Duly accomplished College of Medicine Application Form (CM-AF)	BUAO Website ( <a href="http://www.buao.bicol-u.edu.ph">www.buao.bicol-u.edu.ph</a> )
Two (2) copies of "2x2" identical recent picture with white background	Requesting Entity
Certificate True Copy of Transcript of Records (Certificate of Grades for graduating students)	Requesting Entity
Original copy of Certificate of General Weighted Average (GWA) (not below 85)	Requesting Entity
National Medical Admission Test (NMAT) Result (not below 65)	Requesting Entity
Proof of Nationality (original copy of NSO Certificate of Birth)	Requesting Entity
NBI Clearance	Requesting Entity
Certificate of Good Moral Character from the College Dean or Guidance Counselor	College Dean or Guidance Counselor
Application fee of Php 1,500.00 (to be paid after the documents have been assessed)	Requesting Entity



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Securing and Filling-up of Application Form through the BU website: <a href="http://www.buao.bicol-u.edu.ph">www.buao.bicol-u.edu.ph</a>			5 minutes	Applicant
2. Submission of complete application requirements at the BU Admissions Office.	2. Requirements will be checked and verified upon filing.		3-5 minutes	Admissions Staff
3. Pay the application fee at the BU General Administration building University Cashier's Office or deposit thru Land Bank.	3. Checks the original receipt.	Php 1500.00	5 minutes	University Cashier's Office
4. Wait for the Schedule the Panel interview	4. Details of the online interview schedule will be sent through the email address or contact number provided by the applicant.			BUCL Staff
<b>TOTAL:</b>			<b>15 minutes</b>	

Transacting client the face to face transaction with receiving and releasing clerk shall observe proper health protocols.

Receiving and releasing clerk shall observe precautionary measures by wearing medical masks, frequent handwashing, among other measures in attending to clients.



## B. HEALTH SERVICES

<b>1. Medical Examination</b>				
(To establish, provide, and ensure systematic process in the delivery of medical services to students and employees from examination, treatment and issuance of medical certificate.)				
Office or Division	: University Health Services			
Classification	: Simple			
Type of Transaction	: Government-to-Citizens			
Who may avail	: Students and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<b>Student and Employee:</b> Identification Card or Certificate of Registration			Requesting Entity	
<b>Incoming Freshmen:</b> BUCET Result, RT-PCR Test/ Covid-19 Antigen Test, Chest X-ray Film & Result, Hepatitis B Screening Result (For Nursing, Food Service Mgt., Food Technology, Entrepreneurship, Fisheries, and Medicine courses) and Ordinary Long Brown Envelope.			BU Admission Outside Diagnostic/ Laboratory Facility	
<b>Newly Hired Employees:</b> Chest x-ray film & result, Urinalysis, Drug Test results, CBC, RT-PCR Test/ Antigen Test for Covid - 19. Medical Certificate (CSC form no.211)			Outside Diagnostic/ Laboratory Facility	
<b>Reinstatement from sick leave:</b> medical certificate			From the attending physician	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Identification Card or Certificate of Registration	1. Verify the client status.	None	1 minute	Nurse/ Nurse Aide
2. Fill up Health Declaration Form.	2. Assist the client in filling up the Health Declaration Form for triaging.	None	2 minutes	Nurse/ Nurse Aide

3. Submit for interview and present laboratory and diagnostic results.	3. Conduct interview and review documents presented.	None	4 minutes	Nurse
4. Submit for checking of vital signs.	4. Take vital signs of the client.	None	3 minutes	Nurse
5. Proceed to medical examination area.	5. Medical Officer conducts medical examination and treatment (if needed).	None	15 minutes	Medical Officer
6. Report to Nurse (with findings)	6. Carry out Medical Officer's order, dispense medicines as prescribed if available and conduct health education. May issue medical certificate if needed.	None	3 minutes	Nurse
7. Report to Nurse (without findings)	7. Releases medical certificate.	None	2 minutes	Nurse
<b>TOTAL:</b>			<b>30 minutes</b>	

## 2. Dental Consultation and Treatment

(To establish, provide and ensure the proper process in Dental Treatment, Consultation, Referral and Education procedure)

Office or Division	: Bicol University Health Services
Classification	: Simple
Type of Transaction	: Government-to-Citizens
Who may avail	: Students and Employees
<b>CHECKLIST OF REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Student or Employees Identification Card or Certificate of Registration	Requesting Entity





CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Identification Card or Certificate of Registration	1. Validate the Client Status from the documents submitted	None	2 minutes	Dental Aide
2. Fills up Health Declaration Form	2. Observe, guide and assess the client in filling up the Health Declaration Form	None	5 minutes	Dental Aide/Dentist
3. Submits for Interview	3. Conducts Interview and check veracity of forms and documents	None	5 minutes	Dental Aide/Dentist
4. Submits for Vital Signs taking	4. Conduct Vital Signs Checking and Evaluation of the Client	None	5 minutes	Dental Aide/Dentist
5. Client undergo Dental Examination	5. Dentist conducts dental examination and perform diagnosis and treatment planning of the Dental problem of the Client	None	10 minutes	Dentist
6. Referral (If needed)	6. Dentist explain to Client the reason of	None	3 minutes	Dentist

	the need to refer to another specialist			
7. Client receive Medication and/or Treatment	7. Dentist perform Dental treatment/s and/or gives medication/s to the dental problem/s of the client.	None	30 minutes	Dentist
8. Submit Medical/Dental Certificate or/and Diagnostic Test results of the referred case (if referred)	8. Dentist receive, assess and document results of the case/s referred	None	2 minutes	Dentist
9. Receive Dental Education	9. Dentist conducts Dental Education and promote dental health consciousness.	None	5 minutes	Dentist
<b>TOTAL:</b>			<b>67 minutes</b>	

<b>3. Dental Examination</b> (To establish, provide, and ensure systematic process in the delivery of dental examination to students and employees.)				
Office or Division	: Bicol University Health Services			
Classification	: Simple			
Type of Transaction	: Government-to-Citizens			
Who may avail	: Students and Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
<b>Student and Employee:</b> identification card or Certificate of Registration			Requesting Entity	
<b>Incoming Freshmen:</b> BUCET result, RT-PCR Test/ Antigen Test for Covid-19, Long Brown Envelop.			BU Admission Outside Diagnostic/ Laboratory Facility	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Identification Card or Certificate of Registration	1. Validate the Client Status from the documents submitted	None	2 minutes	Dental Aide
2. Fills up Health Declaration Form	2. Observe, guide and assess the client in filling up the Health Declaration Form	None	5 minutes	Dental Aide/Dentist
3. Submits for Interview	3. Conducts Interview and check veracity of forms and documents	None	5 minutes	Dental Aide/Dentist
4. Submits for Vital Signs taking	4. Conduct Vital Signs Checking and	None	5 minutes	Dental Aide/Dentist



	Evaluation of the Client			
5. Client undergo Dental Examination	5. Dentist conducts dental examination and perform diagnosis	None	10 minutes	Dentist
5. Client receive Medication and/or Treatment (If with Dental Finding	5. Dentist perform Dental treatment/s and/or gives medication/s or Schedules client for appointment	None	20 minutes	Dentist
6. Client receive Dental Certificate	6. Releases Dental Certificate	None	1 minute	Dental Aide
<b>TOTAL:</b>			<b>48 minutes</b>	

Transacting client the face to face transaction with receiving and releasing clerk shall observe proper health protocols.

Receiving and releasing clerk shall observe precautionary measures by wearing medical masks, frequent handwashing, among other measures in attending to clients.



## C. LIBRARY SERVICES

1. Charging and Discharging (Borrowing of Books) – Students and Personnel				
Office or Division	: Library			
Classification	: Simple			
Type of Transaction	: Government to Citizens			
Who may avail	: Students and Personnel			
CHECKLIST OF REQUIREMENT			WHERE TO SECURE	
Library card/ COR/ BU ID/ Personnel Borrower's card			Requesting Entity	
Book card			Library Services	
Date due slip			Library Services	
Logbook			Library Services	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>*FACE TO FACE</b>				
1. Present the book/s to be borrowed along with the library card/ COR/ BU ID/ personnel borrowers' card and authorization letter (if representative)	1. Receive and check the book(s) and patron borrowing requirements and check the bibliographic information against the book card	None	1 minute	Librarian/ Library staff/ client
2. Sign the book card and fill-out the necessary information	2. Receive and check the book card and fill out the date due slip	None	1 minute	Librarian/ Library staff/ client
3. Fill-out and sign the logbook	3. For personnel, fill out the borrower's card and check the log book for the correctness of information	None	1 minute	Librarian/ Library staff/ client



4. Wait while the librarian scans the barcode	4. Check-out in the system	None	5 minutes	Librarian/ Library staff/ client
5. Receive the book(s) and borrower's card (if personnel)	5. Release the book(s) together with the borrower's card( for personnel)	None	30 seconds	Librarian/ Library staff/ client
<b>ONLINE</b>				
1. For online book reservation, fill out the online form and wait for the confirmation message	1. Respond and check if the client meets the requirements and if the book(s) is/ are available	None	5 minutes	Librarian/ Library staff/ client
2. Sign the book card and fill-out the necessary information	2. Present the book(s) and book card to the client and fill-out the date due slip	None	1 minute	Librarian/ Library staff/ client
3. Fill-out and sign the logbook	3. Check the book card and log book for the correctness of information	None	1 minute	Librarian/ Library staff/ client
4. Wait while the librarian scans the barcode	4. Check-out in the system	None	5 minutes	Librarian/ Library staff/ client
5. Receive the book(s) and borrower's card (if personnel)	5. Release the book(s) together with the borrower's card( for personnel)	None	30 seconds	Librarian/ Library staff/ client
<b>TOTAL:</b>			<b>21 minutes</b>	



<b>2. Charging and Discharging (Returning of Books) – Students and Personnel</b>				
Office or Division	: Library			
Classification	: Simple			
Type of Transaction	: Government to Citizens			
Who may avail	: Students and Personnel			
<b>CHECKLIST OF REQUIREMENT</b>			<b>WHERE TO SECURE</b>	
Personnel borrower's card			Requesting Entity	
Overdue log sheet			Library Services	
Temporary receipt/ official receipt			Cashier's Office	
Book card			Library Services	
Logbook			Library Services	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the book(s) to be returned to the charging desk or put it in the quarantine box	1. Instruct the client to leave the book in the quarantine box	None	30 seconds	Librarian/ Library staff/ client
2. Sign-in on the returned column of the logbook	2. Sanitize the book(s) or leave the book in the quarantine box for 72 hours and check-in in the system	None	5 minutes	Librarian/ Library staff/ client
3. Wait for confirmation message from the librarian	3. Insert the book card for shelving and send confirmation message to the client	None	Time may vary	Librarian/ Library staff/ client

<b>RETURNING WITH PENALTY/ FINES</b>				
1. Proceed to the cashier for payment	1. For PHP 50 and above, librarian/staff issues a temporary payment slip	Depends on the incurred penalty	Time may vary	Librarian/ library staff/ cashier/ client
2. Client presents the OR and writes in the Fines for Overdue Books Sheet.	2. Librarian/staff records the OR number in the BU-Lib/Fines for Overdue Books sheet	None	2 minutes	Librarian/ library staff/ client
3. For fines below PHP 50, client pays directly to the person-in-charge and writes in the Fines for Overdue Books Sheets.	3. Librarian/staff receives payment and clears client in BU-iLib	Depends on the incurred penalty	2 minutes	Librarian/ library staff/ client
<b>TOTAL:</b>			<b>39 minutes or more</b>	

<b>3. SIGNING OF CLEARANCE – Students</b>				
Office or Division	: Library			
Classification	: Simple			
Type of Transaction	: Government to Citizens			
Who may avail	: Students			
<b>CHECKLIST OF REQUIREMENT</b>			<b>WHERE TO SECURE</b>	
Clearance form			Requesting Entity	
Logbook			Requesting Entity	
Official Receipt			Cashier's Office	
Accountability Sheet			Library Services	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present the clearance form For e-clearance, send a pdf copy of the	1. Check the list of Accountabilities or Online Student Clearance System	None	5 minutes	Librarian/ library staff/ client





clearance form thru the library's official email				
2. Fill out the logbook and wait for the signed clearance/wait for the e-clearance sent thru e-mail	2. Sign the clearance (if requestor has no accountability) Send the e clearance thru e-mail	None	5 minutes	Librarian/ library staff/ client
3. Receive the signed clearance	3. Release the signed clearance	None	30 seconds	Librarian/ library staff/ client
<b>WITH ACCOUNTABILITY</b>				
1. (e-clearance) proceed to the librarian	1. Inform thru e-mail to see the librarian and settle accountability	None	5 minutes	Librarian/ library staff/ client
2. (PHP 50 and below) Fill out the accountability sheet	2. Request the client to fill-out the accountability sheet and remove student's accountability from the OSCS	Depends on the incurred penalty	5 minutes	Librarian/ library staff/ client
3. Receive the signed clearance form	3. Signed and release the clearance	None	30 seconds	Librarian/ library staff/ client
4. (above PHP 50) Proceed to the cashier's office for payment	4. Receive and record the OR number and remove student's accountability from the OSCS	Depends on the incurred penalty	5 minutes	Librarian/ library staff/ client
5. Fill-out the logbook for signed clearance	5. Request the student to fill-out the logbook for signed clearance	None	1 minute	Librarian/ library staff/ client
6. Receive the signed clearance form	6. Release the signed clearance	None	30 seconds	Librarian/ library staff/ client
<b>TOTAL:</b>		<b>27 minutes &amp; 30 seconds</b>		

<b>4. SIGNING OF CLEARANCE – Personnel</b>				
Office or Division	: Library			
Classification	: Simple			
Type of Transaction	: Government to Citizens			
Who may avail	: Personnel			
<b>CHECKLIST OF REQUIREMENT</b>			<b>WHERE TO SECURE</b>	
Clearance form (College /University)			Requesting Entity	
Log book			Library Services	
Official receipt			Cashier's Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Personnel presents the clearance form	1. Librarian/ staff receives the form	None	30 seconds	Librarian/ library staff/ personnel
2. Wait while the librarian verifies the records for accountability	2. For college clearance, unit/ college librarian checks records for accountability	None	2 minutes	Librarian/ library staff/ personnel
3. Wait for the notification for cleared status from all the unit libraries	3. For University clearance, the University Librarian advices the personnel to wait for the notification of cleared status from all the unit libraries	None	2 days	Librarian/ library staff/ personnel



4. Fill-out logbook for signed clearances for personnel	4. Request the personnel to sign in the logbook for Signed Clearances for personnel	None	2 minutes	Librarian/ library staff/ personnel
5. Receive the signed clearance form	5. Signs and release the clearance form	None	30 seconds	Librarian/ library staff/ personnel
<b>WITH ACCOUNTABILITY</b>				
1. Proceed to the respective unit Library/ University Library and request for the list of accountability 2.	1. Check and issue list of book(s) with corresponding amount	None	Time may vary	Librarian/ library staff/ personnel
2. Presents the replacement of the book(s) (same title, author, and latest edition) or Official receipt of payment	2. Inform the personnel to either replace book(s) or pay the corresponding amount based on current market value	Amount may vary	Time may vary	Librarian/ library staff/ personnel
3. Fill-out logbook for signed clearances for personnel	3. Request the personnel to sign in the logbook for Signed Clearances for personnel	None	2 minutes	Librarian/ library staff/ personnel
4. Receive the signed clearance form	4. Signs and release the clearance form	None	30 seconds	Librarian/ library staff/ personnel
<b>TOTAL:</b>				

## **D. UNIVERSITY REGISTRAR'S OFFICE**

### **Processing of Request from Clients and Agencies (Local and Abroad) Over-the-Counter, Through Mail and E-mail**

#### **A. Re-Issuance of Official Transcript of Records**

This pertains to the 2nd, 3rd or further issuance of transcript for reference/ employment, board examination or enrollment purposes. This issuance does not apply to students or graduates who were already granted a transfer of credential.

#### **B. Re-Issuance of Diploma**

This pertains to the 2nd, 3rd or further issuance of diploma unless the 1st issued diploma is lost or damaged.

#### **C. Issuance of Certifications**

This pertains to the following certifications: general weighted average, certificate of graduation, good moral character, medium of instruction, honorable dismissal, certification for PD 907 and course description.

#### **D. Issuance of Certification, Authentication and Verification (CAV)**

This pertains to the certification needed by the Department of Foreign Affairs or other agencies.

#### **E. Authentication of Academic Credentials**

This pertains to the clear photocopied documents stamped with certified copy or authenticated copy of the original documents.

#### **F. Request from Internal and External Offices**

This pertains to the requests of the offices within and outside Bicol University.

#### **G. Request for Education Verification**

This pertains to the requests for academic verification either mail, e-mail or over-the-counter.



<b>1. Processing of Request from Clients and Agencies (Local and Abroad) Over-the-Counter, Through Mail and E-mail</b>	
Office or Division	: University Registrar's Office
Classification	: Complex
Type of Transaction	: Government-to-Citizens
Who may avail	: Students, Graduates, Undergraduates, Internal and External Offices
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><b>A. Re-Issuance of Official Transcript of Records:</b></p> <ul style="list-style-type: none"> <li>• Two (2) pieces of 2x2 recent photo with nametag and white background;</li> <li>• One (1) piece of documentary stamps (worth Php30.00) per copy</li> <li>• Certificate of No Objection if already granted a transfer of credential;</li> </ul>	<p>The URO Request form is available onsite and online.</p> <p><b>ONLINE:</b> <b>URO Online Request Form:</b> <a href="https://pdf.ac/VZyf8">https://pdf.ac/VZyf8</a></p> <p><b>ONSITE:</b> <b>BU - University Registrar's Office</b> <b>Legazpi City</b></p> <p>Clients who will visit the University Registrar's Office and who will claim for their request/s must set an appointment online:</p> <p><b>URO Online Appointment:</b> <a href="https://bu-uro.appointlet.com">https://bu-uro.appointlet.com</a></p>
<p><b>B. Re-Issuance of Diploma:</b></p> <ul style="list-style-type: none"> <li>• Original copy of diploma if damaged</li> <li>• Affidavit of Loss if lost</li> </ul>	
<p><b>C. Issuance of Certifications (General Weighted Average, Good Moral Character, Graduation, for PD 907, Medium of Instruction, Course Description, Honorable Dismissal and Theoretical and Clinical Laboratory Hours for Nursing Graduates):</b></p> <ul style="list-style-type: none"> <li>• One (1) piece of documentary stamps (worth Php30.00) per copy</li> <li>• For Honorable Dismissal, requirements for the re-issuance of transcript of records</li> </ul>	
<p><b>D. Certification, Authentication and Verification (CAV):</b></p> <ul style="list-style-type: none"> <li>• Original documents (e.g. OTR, diploma and certifications)</li> <li>• Two (2) sets of clear photocopies of each original document</li> <li>• Two (2) pieces of documentary stamps (worth Php30.00)</li> </ul>	



<b>E. Authentication of Academic Credentials:</b> <ul style="list-style-type: none"> <li>Original document/s (e.g. OTR, diploma and certifications)</li> <li>Clear photocopies of the original document/s</li> </ul>				
<b>F. Requests from Internal and External Offices</b> <ul style="list-style-type: none"> <li>Two (2) copies of Letter request approved/ endorsed by the University President</li> </ul>				
<b>G. Requests for Education Verification</b> <ul style="list-style-type: none"> <li>Two (2) copies of Letter Request</li> <li>Company Profile</li> <li>Business Permit</li> <li>SEC Registration</li> <li>Scanned copy of the OTR of the Student/Graduate</li> <li>Signed Authorization</li> <li>Letter/Consent of the Student/ Graduate.</li> </ul>				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills-out the request form onsite or online and submit the requirement/s as stated in the said form <ul style="list-style-type: none"> <li>Requests from internal and external offices and for education verification may be submitted online or onsite.</li> </ul>	1. Receive and check request form and completeness of requirement/s submitted online or onsite and  1.1 Retrieve student's record on file for assessment	None	5 minutes	Receiving Staff Filer
2. Wait for the confirmation or assessment for the requested academic credential onsite or online	2. Return the request form with assessment and inform the client of the lacking requirement/s (if	None	5 minutes	Receiving Staff



	applicable), date of release and payment method				
3. Pay and present the assessed request form	3. Receive payment and assessed request form	None	3 minutes	Cashier	
4. Submit the request form together with the Official Receipt and lacking requirements (if applicable)	4. Receive and record duly accomplished request form, Official Receipt and requirements; and forward the same to the personnel-in-charge for appropriate action	A	Bachelor's degree: Php30.00 per page	3 hours	Receiving Staff Encoder Reviewer University Registrar/ Authorized Representative
			Masteral/ Doctorate Degree: P50.00 per page		
		B	Bachelor's degree: Php60.00 per page	2 to 3 days	
			Masteral/ Doctorate Degree: P100.		



			00 per page		
		C	Php20 .00 per copy/ page	2 hours *processing time for the course description will depend on the coverage/ content of the program/ course which may require extension of time to encode	
		D	Php8 0.00 + Php1 0.00 per page (Auth entica tion)	4 hours	
		E	Php10 .00 per page	5-30 minutes	
		F	None	30 mins. to 3 days	
		G	None	30 mins. to 3 days	
5. Wait for the claim stub or instruction about the date of release of the requested document/s	5. Release a claim stub or inform the client to set an online appointment for claiming		None	3 minutes	Receiving Staff
6. Present proof of approved	6. Check credential if		None	5 minutes	Releasing Staff



<p>appointment or claim stub and valid ID in time of return.</p> <ul style="list-style-type: none"> <li>• If representative, submit the abovementioned requirements for claiming, signed authorization letter and photocopy of his/her valid ID and of the requesting party.</li> </ul>	<p>completely signed and affix the date of release and dry seal in the requested document/s. Receives and check the requirements for claiming and release the credential</p>			
<b>TOTAL:</b>		Depends on the request of the student	21 minutes + duration of process for the requested credential	N/A

Transacting client the face to face transaction with receiving and releasing clerk shall observe proper health protocols.

Receiving and releasing clerk shall observe precautionary measures by wearing medical masks, frequent handwashing, among other measures in attending to clients.



## E. FINANCE MANAGEMENT OFFICE

1. Issuance of Certificate of Availability of Funds				
Office Division	: Budget Office			
Classification:	: Simple			
Type of Transaction	: Government to Citizens (G2C)			
Who may avail	: Students, Employees, Outside Creditors (Contractors, Suppliers, Job Order personnel etc)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Vouchers, Payrolls, Purchase Order, Letter Order, Contracts, Travel Order & related travel documents, billings			Requesting Entity	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request of the Issuance of CAF/ Request of the Issuance of ORS/BURS	1. Receives the voucher or payroll, purchase order, letter order & related travel documents, billings	None	10-15 minutes after receipt of documents	Receiving Budget Clerk or Budget Officer in-charge
2. None	2. Review completeness of the documents	None	5 minutes	Receiving Budget Clerk or Budget Officer in-charge
3. None	3. Prepare the CAF/ORS/BURS	None	5 minutes	Receiving Budget Clerk or Budget Officer in-charge

4. None	4. Signs the CAF/ORS/BURS	None	3 minutes	Budget Officer in-charge
<b>TOTAL:</b>				

<b>2. Pre-Audit of Claims</b>				
Office or Division	: Accounting Office			
Classification	: Simple			
Type of Transaction	: Government to Citizens			
Who may avail	: Internal and External Clients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
COA Circular No. 2012-001 dated 14 June 2012			COA Website	
Administrative Order issued by Bicol University			Office of the President Office	
Other circular/guidelines/memoranda issued by the Oversight Agencies			Oversight Agencies Website	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the Disbursement Vouchers (DV) including minimum mandatory requirements to the receiving clerk	1. Receipt of claims	None	5 mins.	Receiving Clerk
2. None	2. Pre-audit of claims	none	depends on the nature of claim	Accountant/ Accountant Head
3. None	3. Signing of Claims	none	3 mins.	Accountant/ Accountant Head

4. None	4. Endorsement to the approving Officer	none	5 mins.	Releasing Clerk
5. None	5. Endorsement to the cash section	none	5 mins.	Releasing Clerk
<b>TOTAL:</b>				

<b>3. Payment of Claims</b>				
Office or Division	: University Cashier's Office			
Classification	: Simple			
Type of Transaction	: Government to Citizens			
Who may avail	: Students, BU Personnel, Outside Creditors (Suppliers/Contractors, etc)			
<b>CHECK LIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Valid Identification Card			Requesting Entity	
Authorization Letter			Requesting Entity	
Special Power of Attorney			Requesting Entity	
Official Receipt			Requesting Entity	
<b>CLIENT STEPS</b>	<b>AGENCY ACTIONS</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit request for payment of claims	1. Receive the request and audited the same	None	3-5 minutes (per Disbursement Voucher)	Concerned Cashier/Staff
2. None	2. Approve the audited claim	None		Accounting Office
3. None	3. Conduct final review to determine completeness of documents & signs the same	None	3-5 minutes (per Disbursement Voucher)	Concerned Cashier/Staff



4. None	4. Determines the fund source for the claims	None	3 minutes. (per Disbursement Voucher)	Concerned Cashier/Staff
5. None	5. Prepares corresponding check	None	3 minutes (per Disbursement Voucher)	Concerned Cashier
6. None	6. Prepares corresponding LDDAP-ADA	None	5 - 10 minutes (per transaction)	Cashier's Staff
7. None	7. Signs the check and LDDAP-ADA and routes it to authorized and signs the same	None	within 5-10 minutes	Cashier's Staff
8. None	8. Prepares the Advice of Check Issued and Cancelled(ACIC) if claim is chargeable to FUND 01	None	5 - 10 minutes (per transaction)	Concerned Cashier
9. None	9. Signs the Advice of Check Issued and Cancelled(ACIC) and LDDAP-ADA	None	within 5 minutes (per transaction)	Concerned Cashier
<b>NOTE: Skip Step 7-8, if the claim is chargeable against other funds.</b>				
10. None	9. Pays the client or creditor, require Official Receipt/Acknowledgment (Proper Observance of safety health protocols)		5 minutes (per transaction)	Concerned Cashier/Staff



## F. OFFICE OF STUDENTS AFFAIRS AND SERVICES

<b>1. Facilitating Claims for Insurance Benefits</b>	
Office or Division	: Office of Student Affairs and Services
Classification	: Service Provider to Citizens
Type of Transaction	: Simple
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Student/Personnel Accident Form	OSAS
Police Report	PNP
Medical Certificate	Attending Physician
Hospital's Statement of Account with Charge Slip	Hospital
Statement of Witness/Affidavit	Notary Public
X-ray Report	Attending Physician
Physician's prescriptions for medicines & supplies	Attending Physician
Certification of EENT, is loss of sight	Attending Physician
Birth Certificate (original), for death claims	PSA
Death Certificate (original), for death claims	Attending Physician
Original receipts	Hospital
Autopsy Report	Attending Physician
Certification from the Registrar that student is a bona fide student	Registrar
Photocopy/Newspapers Clipping	Client
Proof of relationship to the beneficiary	Client



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the application form and other supporting documents for the claim.	1. Receives application form, checks and verifies if compliant and complete per requirements.	No fees	30 minutes	Clerk-in-charge
2. None.	2. Forwards/ endorses documents to the insurance provider.		1 - 3 days	Clerk-in-charge
3. None.	3. Insurance provider accepts and checks submitted documents.		2 - 3 weeks	Insurance Provider
4. Submits additional or supplemental requirements as deemed necessary by the insurance provider for the claim.	4. Insurance provider processes the claims. Should there be additional documents that may be requested, the insurance provider informs the OSAS and the student/client.		5. Insurance provider endorses the check in the name of the	
5. None.				

	client/ student to the OSAS.			
6. None.	6. Notifies claimant that check in the name of the claimant is ready for release.		30 minutes	Clerk-in-charge
7. Receives and signs in the logbook upon claim of the check.	7. Releases the check to the student/ client.		30 minutes	Clerk-in-charge
<b>TOTAL</b>				

<b>2. Application for Student Loan</b>	
Office or Division	: Office of Student Affairs and Services
Classification	: Government to Citizens
Type of Transaction	: Simple
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Accomplished BU-OSS Form	OSAS
Certification of grades	Registrar
Affidavit that applicant is not enjoying any scholarship or loan grants	Notary Public
Medical certificate (photocopy)	University Physician
Co-makers GSIS ID cards (photocopy)	Client
Signed and notarized Memorandum of Agreement	Notary Public
Certification of net pay of co-makers	Client
Income tax return of parents	BIR



Certification that applicant is a regular student		Registrar		
Home Sketch		Client		
Itemized Expenditure		Client		
Certificate of Registration & Official Receipt		Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. None.	1. Orients interested students on the guidelines and specifics of the loan being applied.	No fees.	45 minutes	Clerk-in-Charge
2. Submits application for loan together with the supporting documents for the loan being applied.	2. Accepts and verifies applications submitted based on the approved guidelines.		10 minutes	Clerk-in-Charge
3. None.	3. The University Scholarship and Financial Grants-in-Aid Officer/ OSAS Dean approves the loan application.		10 minutes	USFGIA/ Dean
4. None.	4. Voucher/ payroll and certification is prepared and forwards documents to		15 minutes	Clerk-in-Charge



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	concerned offices for processing of the loan grants.			
5. Student inquires with their respective cashiers/ University cashier if check is already available for release.			10 minutes	Clerk-in-Charge
<b>TOTAL</b>			<b>90 minutes</b>	

<b>3. Printing of University Identification Card</b>				
Office or Division	: Office of Student Affairs and Services			
Classification	: Government to Citizens			
Type of Transaction	: Simple			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Certificate of Registration			Registrar	
Official Receipt			Cluster/Campus Cashier	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents Certificate of Registration and/ or Official Receipt.	1. Reviews the COR if student is enrolled as a freshman or new entrant in the Graduate School, College of Medicine, College of Law and Certificate of College Teaching.	Printing fee of P75.00 (for BUGS, BUCM, BUCL, CCT)	3 minutes	Clerk in Charge



2. None.	2. Encodes student' data in the ID database/ system.		5 minutes	Clerk in Charge
3. None.	3. Takes photo of the student.		3 minutes	Clerk in Charge
4. Checks all the information as encoded if correct or complete.	4. Makes necessary corrections or changes in the data as identified.		5 minutes	Clerk in Charge
5. Student signs the card via electronic pad.	5. Student signature is affixed in the ID card template.		2 minutes	Clerk in Charge
6. None.	6. Prints ID data to the PVC card.		2 minutes	Clerk in Charge
7. None.	7. Releases the printed ID card to the student.		3 minutes	Clerk in Charge
8. Registers in the Attendance Sheet.	8. None.		2 minutes	Clerk in Charge
<b>TOTAL</b>			<b>24 minutes</b>	

<b>4. Re-printing of University Identification Card (Lost/Defaced/Mutilated/Faded)</b>	
Office or Division	: Office of Student Affairs and Services
Classification	: Government to Citizens
Type of Transaction	: Simple
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Affidavit of Loss (lost ID)	Notary Public
Endorsement from CSAC/Dean	CSAC's/Dean's Office



Official Receipt			University Cashier	
ID (defaced/mutilated/faded)			Client	
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits all documents for lost ID or the mutilated/ defaced/ faded ID card.	1. Checks the documents submitted if compliant to the requirements of the policy.	Printing fee of P75.00	3 minutes	Clerk in Charge
2. None.	2. Searches the database system for the student's profile.		5 minutes	Clerk in Charge
3. None.	3. Searches the database system for the student's profile.		5 minutes	Clerk in Charge
4. Checks all the information as encoded and/or may make changes as appropriate.	4. Makes necessary corrections or changes as identified.		5 minutes	Student
5. None.	5. Prints ID data to the PVC card.		3 minutes	Student
6. None.	6. Releases the printed ID card to the student.		2 minutes	Student



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7. Registers in the Attendance Sheet.	None.		2 minutes	Student
<b>TOTAL</b>			<b>25 minutes</b>	

<b>5. Issuance of Authority to Travel to Students</b>					
Office or Division	: Office of Student Affairs and Services				
Classification	: Government to Citizens				
Type of Transaction	: Simple				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Letter of request			Client		
Invitation letter from sponsor			Client		
Notarized parents permit			Notary Public		
Medical clearance			University Physician		
Certificate of Insurance coverage			CSAC		
Travel Order of Faculty Chaperone			Faculty-in-Charge		
Designation as Faculty-in-Charge			Faculty-in-Charge		
Relevant Certificate on first-aid Training			Faculty-in-Charge		
Other documents that the approving authority may require			OSAS		
CHED checklist (Curricular)			SDSD/OSAS		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Submits all documents as required in the CHED and university guidelines.	1. Receives all documents and records details in the logbook.	No fees.	7 minutes	Clerk-in-Charge	



2. None	2. Checks all the documents in compliance to CHED guidelines and university policy on student travels.		45 minutes	Clerk-in-Charge
3. None	3. Verifies all the documents as checked in compliance to CHED guidelines and university policy.		45 minutes	Dir. SDSD
4. Submits all requested documents as checked and verified.	4. Informs the student/ class of the findings and to comply the necessary documents as checked and verified.		45 minutes	Clerk-in-Charge
5. None	5. Prepares the travel order of the student.		45 minutes	Clerk-in-Charge
6. None	Endorses or recommends favorably to the Office of the President thru the VPAA the student activity.		15 minutes	Dean
<b>TOTAL</b>				

<b>6. Application for Recognition and Re-Accreditation of University and College Based Organizations</b>				
Office or Division	: Office of Student Affairs and Services			
Classification	: Government to Citizens			
Type of Transaction	: Simple			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
For Recognition of New Student Organization				
	Duly Filled out BU-F-OSAS-18 (downloadable)	OSAS		
	Organization's Constitution's and By-Laws	Client		
	Recent Flyer	Client		
	Program of Activities for the Current School Year	Client		
	List of members and officers	Client		
For Re-Accreditation of Student Organization				
	Accomplishment reports for 2 semesters	Client		
	Financial Report for the 2 semesters	Client		
	Revised Constitution and By-Laws of the Organization	Client		
	Recent Flyer	Client		
	Program of Activities for the current school year	Client		
	Updated list of members and officers	Client		
	Photocopy of bank book	Client		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>



1. Submits application form and other requirements to the SDSD Office.	1. Receives application form and other supporting documents and records in the logbook.	No fees.	10 minutes	Clerk-in-Charge
2. None.	2. Checks, reviews and evaluates the attached documents in compliance to university policy.		3 days	Accreditation Committee
3. None.	3. Prepares and posts/ notifies student organizations of the findings of the evaluation.		3 days	Clerk-in-Charge
4. Complies with the findings of the Accreditation Committee.	4. Accreditation Committee duly signs the application form.		1 day	Accreditation Committee
5. None.	5. Prepares the List of Accredited Student Organizations and the Certificate of Accreditation.			Clerk-in-Charge
6. Registers in the logbook upon receipt of the certificate and	6. Issues certificates to the newly		5 minutes	Clerk-in-Charge



copies of duly approved application form.	accredited student organization and returns 2 duly signed copies of their application.			
<b>TOTAL</b>				

<b>7. Application for Performing Arts Group</b>				
Office or Division	: Office of Student Affairs and Services			
Classification	: Government to Citizens			
Type of Transaction	: Simple			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Application Form for Performing Arts			OSAS/Cultural Coordinator	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Done.	1. Disseminates information for interested applicants.	No fees.	1 week	Univ. Cultural Coordinator
2. Submits application to the Office of the Univ. Culture and the Arts Coordinator.	2. Accepts and verifies application forms for the audition process.		5 minutes	Univ. Cultural Coordinator
3. Done.	3. Conducts initial audition activities.		3 days	Univ. Cultural Coordinator



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4. Done.	4. Organizes series of workshops and trainings.		1 week	Univ. Cultural Coordinator
5. Done.	5. The various arts groups perform in activities in the University and outside invitations.			Univ. Cultural Coordinator
<b>TOTAL</b>				

<b>8. Application for Scholarship (Acknowledgement)</b>				
Office or Division	: Office of Student Affairs and Services			
Classification	: Government to Citizens			
Type of Transaction	: Simple			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
BU-F-OSAS-36			OSAS	
Certification of Grades			Registrar	
Certificate of Registration			Registrar	
Other documents that the benefactor/sponsor/agency/university may require.			Client	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits application form with complete supporting documents.	1. Receives accomplished scholarship application form.	No fees.	3 minutes	Clerk-in-Charge



2. None.	2. Review application form if properly filled-out and supporting documents if compliant to requirements.		7 minutes	Clerk-in-Charge
3. None.	3. Tags appropriate scholarship and its applicable discount in the scholarship module/ system.		7 minutes	Clerk-in-Charge
4. None.	4. Tags appropriate scholarship and its applicable discount in the scholarship module/ system.		3 minutes	Clerk-in-Charge
5. Student signs in the client serve sheet.	5. Issues the of Notice of Acknowledgement.		3 minutes	Clerk-in-Charge
<b>TOTAL</b>			<b>23 minutes</b>	

## H. BUSINESS AFFAIRS OFFICE

1. Facilities Rental				
Office of Division	: Business Affairs Office			
Classification	: Simple			
Type of Transaction	: Government-to-Citizens			
Who may avail	: Internal and External Clients			
CHECKLIST REQUIREMENTS			WHERE TO AVAIL	
Letter of Intent			BAO	
Official Receipt for 3 months Deposit			BU Cashier	
DTI Registration			DTI	
Health Clearance			LGU	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Requirements	1. Receives the request	3 months deposit	5 mins	College Business Manager
2. Client pays the 3 months deposit at the cashier	2. Issue Official receipt	3 months deposit	5 mins	Cashier's Office
3. None	3. Check / Review the requirements submitted by the clients	none	5 mins	College Business Manager
4. None	4. Prepare MOA for approval  4.1 Witnessed by the Dir. Of BAO, Reviewed	none	2 weeks to 4 weeks	College Business Manager, Dir. BAO, Legal, President

	by Legal and signed by the BU President			
4. None	4. Preparation and Issuance of SOA  (SOA prepared and distributed before the 5th of the month)	none	5 mins per SOA	College Business Manager
5. None	5. Recording  (Photocopy of Official Receipt filed in individual folders and digitally recorded)	none	3 mins per Official Receipt	College Business Manager

<b>2. Rental of Dormitory, Guestel and Transient House (Staff House)</b>		
Office of Division	: Business Affairs Office	
Classification	: Simple	
Type of Transaction	: Government-to-Citizens	
Who may avail	: Internal and External Clients	
<b>CHECKLIST REQUIREMENTS</b>		<b>WHERE TO AVAIL</b>
Application form		BAO
Reservation form		BAO
Statement of Account		BAO
Official Receipt		BU Cashier



CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit application form/ requirements / reservation form	1. Receive & process the application / reservation form / requirements	None	5 mins	Dormitory In-charge / Guestel / Transient House
1. None	2. Review & Evaluate the application	None	10 mins	Dormitory In-charge / Guestel / Transient House
3. None	3. Approval of application / reservation	None	10 mins	Dormitory/Guestel/ Transient House In-charge & BAO Director
4. None	4. Prepare statement of account (for Guestel & Transient house), Prepare monthly statement of account every 5th day of the following month (Dormitory)	None	5 mins	Dormitory In-charge / Guestel / Transient House
5. None	5. Review and Approval of statement of account	None	5 mins	BAO Director



6. Pay the amount indicated in the statement of account	6. Receives payment and issues official receipt	as indicated in the SOA	10 mins	BU Cashier
7. None	7. Release the key to the client (Guestel & Transient House)	None	10 mins	Dormitory In-charge / Guestel / Transient House
8. Submits photocopy of the Official Receipt	8. Received the photocopy of Official receipt for recording	None	5 mins	Client/Dormitory In-charge / Guestel / Transient House
9. None	9. File the photocopy of the OR for reference purposes	None	5 mins	Dormitory In-charge / Guestel / Transient House



## I. HUMAN RESOURCE MANAGEMENT OFFICE

1. Receiving, Recording and Releasing of Communications				
Office or Division	: HRMDO			
Classification	: Simple			
Type of Transaction	: Government-to-Citizens			
Who may Avail	: Internal and External Clients			
CHECKLIST REQUIREMENTS			WHERE TO SECURE	
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits communication and supporting documents *  <b><u>For online submission,</u></b> scan and attach the document(s) to the <a href="mailto:bu-hrmdo@bicol-u.edu.ph">bu-hrmdo@bicol-u.edu.ph</a>	1. Receive and check the communication/ request and supporting documents  <b><u>For online submission,</u></b> Acknowledge and print the document and its attachment(s) for action.  if incomplete, notify the requesting party.	None	2 minutes	Receiving and Releasing Clerk
2. None	2. Forward the communication/request to the Head of the HRMO for action	None	10 minutes or depending upon the nature of communication	Jennifer T. Barrameda, Ph.D. (Supervising Admin. Officer)



3. None	3. Releases and disseminates the communication to concerned Offices or staff	None	2 minutes	Receiving/ Releasing Clerk
4. None	4.Retains copy of communication and supporting documents	None	2 minutes	Receiving/ Releasing Clerk
5. None	5.Files copy of communication and supporting documents	None	5 minutes	Receiving/ Releasing Clerk
6. Release the request/ communication **		None	1 minute	Receiving/ Releasing Clerk
<b>Total</b>			<b>22 minutes</b>	

\*Transacting client the face to face transaction with receiving and releasing clerk shall observe proper health protocols.

\*\* Receiving and releasing clerk shall observe precautionary measures by wearing medical masks, frequent handwashing, among other measures in attending to clients.

<b>2. Preparation and Issuance of Employee's Service Record</b>	
Office or Division	: HRMDO
Classification	: Simple
Type of Transaction	: Government-to-Citizens
Who may Avail	: Active and Separated Personnel
<b>CHECKLIST REQUIREMENTS</b>	
<b>WHERE TO SECURE</b>	
Records Request Form	HRMDO
Documentary Stamp	Requesting party
Logbook	HRMDO
Original Service Record (SR)	HRMDO

Signature of the requesting employee or authorized representative indicating date & time of receipt in the logbook (Authorization Letter & ID are needed if a representative claims for SR)			Requesting Party	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Requesting employee fills up the records request form for Service Record* or sends request via email or HRMDO official messenger account.</p> <p><b><u>For online submission,</u></b> Send the request to the <a href="mailto:bu-hrmdo@bicol-u.edu.ph">bu-hrmdo@bicol-u.edu.ph</a></p>	<p>1. Receive and retrieves check the completeness of the request.</p> <p><b><u>For online submission:</u></b> check the completeness of the request and retrieve the attachment such as Authorization and scanned ID</p> <p>1.1 Pull out from file the original Service Record</p>	None	1 minute	Receiving/Releasing Clerk
2. None	2. Prepares Service Record	None	5 minutes	Staff-in-Charge of Unit
3. None	3. Verifies and affixes the documentary stamp to the printed Service Record	None	3 minutes	Staff-in-Charge of Unit
4. None	4. Reviews and signs the printed Service Record	None	2 minutes	Jennifer T. Barrameda, Ph.D. (Supervising Admin. Officer)
5. None	5. Records in the logbook: Date, Name and time	None	1 minute	Receiving/Releasing Clerk

	and receiving person			
6. Receive the Service Record	6. Issues the printed Service Record to the requesting employee or authorized representative.	None	1 minute	Receiving/Releasing Clerk
<b>Total</b>			<b>13 minutes</b>	

\*Transacting client the face to face transaction with receiving and releasing clerk shall observe proper health protocols.

\*\* Receiving and releasing clerk shall observe precautionary measures by wearing medical masks, frequent handwashing, among other measures in attending to clients.

<b>3. Preparation and Issuance of Employee's Certificate of Employment</b>	
Office or Division	: HRMDO
Classification	: Simple
Type of Transaction	: Government-to-Citizens
Who may Avail	: Active and Separated Personnel
CHECKLIST REQUIREMENTS	WHERE TO SECURE
Documentary Stamp	Requesting Entity
Records Request Form	HRMDO
Signature of the requesting employee or authorized representative indicating date & time of receipt in the logbook	Requesting Entity
Authorization Letter & ID are needed if a representative claims for Certificate of Employment	Requesting Entity



CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File the request for a Certificate of Employment via a. face to face transaction, b. email or HRMDO messenger official account	1. Receives & Records employee's request for a Certificate of Employment via a. face to face transaction, b. email or HRMDO messenger official account	None	1 minute	Receiving and releasing Clerk
2. None	2. Retrieves/Pull out from files the original Service Record	None	2 minutes	Receiving and releasing Clerk
3. None	3. Prepares Certificate of Employment and prints	None	3 minutes	Assigned HRMDO personnel
4. None	4. Affixes documentary stamp to the Certificate of Employment	None	1 minute	Receiving and releasing Clerk
5. None	5. Reviews and signs the Certificate of Employment	None	2 minutes	Assigned HRMDO personnel
6. None	6. Records in the logbook: Date, Time, Name, & Receiving Person	None	1 minute	Assigned HRMDO personnel
7. Releases the certificate of		None	1 minute	Receiving and releasing Clerk

employment to the requesting employee or authorized representative				
<b>Total</b>			<b>11 minutes</b>	

<b>4. Processing of Application for Leave of Absence</b>				
Office or Division	: HRMDO			
Classification	: Simple			
Type of Transaction	: Government-to-Citizens			
Who may Avail	: Active and Separated Personnel			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Leave Form (CSC Form 6) attached Medical Certificate (If sick leave for more than five days)				
University Clearance (If more than 30 days)				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Files the Application for leave (CSC Form 6)	1. Receives and records in the logbook the Application for leave (CSC Form 6)	None	1 minute	Receiving and releasing clerk
2. None	2. Deducts the number of days applied for leave from the leave balance and records in the	None	3 minutes	Mr. Rey A. Padilla (Admin. Assistant I) (GASS)  Ms. Sierna L. Cedro (Admin. Officer IV)

	leave card and in the leave form and update leave balance and signs certification.			
3. None	3. Reviews the processed leave form (leave of more than 60 days and those for travel abroad)	None	2 minutes	Mr. Rey A. Padilla (Admin. Assistant I) (GASS)  Ms. Sierna L. Cedro (Admin. Officer IV)
4. None	4. Forwards the processed leave form to the CAO/VPA or the President for approval	None	2 minutes	Receiving and releasing clerk
5. None	5. Receives back signed leave form	None	1 minute	Receiving and releasing clerk
6. None	6. Releases to concerned AO or employee Approved Form 6	None	10 minutes	Mr. Rey A. Padilla (Admin. Assistant I)
<b>Total</b>			<b>19 minutes</b>	

### 5. Processing and Computing of Employee's Service Record

Office or Division	: HRMDO
Classification	: Simple
Type of Transaction	: Government-to-Citizens
Who may Avail	: Active BU personnel

CHECKLIST REQUIREMENTS			WHERE TO SECURE	
Daily Time Record (DTR-Form 48)			HRMDO	
Approved request to render service (i.e. after regular office hours, during Saturdays, Sundays, Holidays and summer vacation)			HRMDO	
Accomplishment Report			HRMDO	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits the approved Employee's request for service credits by unit/college	1. Receives approved Employee's request for service credits by unit/college	None	1 minute	Receiving and Releasing Clerk
2. None	2. Reviews computation from Unit/College Administrative Officer and prepares Special Order	None	5 minutes/ employee DTR	Mr. Rey A. Padilla (Admin. Assistant I)
3. None	3. Reviews prepared Special Order for Service Credits	None	3 minutes/ employee DTR.	Ms. Sierna L. Cedro Administrative Officer IV
4. None	4. Signs prepared & reviewed Special Order for Service Credits	None	2 minutes	Jennifer T. Barrameda, Ph.D. (Supervising Admin. Officer)
5. None	5. Reflects/ records in the Leave Card the computed equivalent service credits	None	2 minutes/ employee	Mr. Rey A. Padilla (Admin. Assistant I)

6. None	6. Forwards copy of Special Order to the dean of the unit/college	None	1 minute	Receiving and Releasing Clerk
7. End User Receives the special Order		None	1 minute	Receiving and Releasing Clerk
<b>Total</b>			<b>15 inutes</b>	

<b>6. Processing and Filing Up of Vacant Positions (for Non-Teaching Personnel)</b>				
Office or Division	: HRMDO			
Classification	: Simple			
Type of Transaction	: Government-to-Citizens			
Who may Avail	: Heads/Chiefs of Unit/Office I			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Initial Request			Requesting Entity/HRMDO	
Approved Request			Requesting Entity/HRMDO	
Announcement of Vacancy			Requesting Entity/HRMDO	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit/forward request to fill up vacant items / positions (BU MSP Form 01) to HRMDO	1. Receives & records request to fill up vacant items / positions (BU MSP Form 01) from respective Colleges / Units	None	1 minute	Receiving and Releasing Clerk





2. None	2. Forwards request to the Head of the HRMDO for review and verification	None	1 minute	Receiving and Releasing Clerk
3. None	3. Reviews and verifies request	None	3 minutes	Ms. Janice O. Opeña (Admin. Aide VI)
4. None	4. Signs request to fill up vacant items/position	None	1 minute	Jennifer T. Barrameda, Ph.D. (Supervising Admin. Officer)
5. None	5. Forwards reviewed and signed request to the Vice President for Administration & Finance	None	1 minute	Receiving and Releasing Clerk
6. None	6. Receives & records the approved request to fill up vacant items/positions	None	1 minute	Receiving and Releasing Clerk
7. None	7. Prepares the Announcement of Vacancy (BU MSP Form 2) and the CSC publication based on the approved request per instruction of the HRMDO Head	None	5 minutes	Ms. Hannah S. Bolon (Administrative Aide VI)



8. None	8. Reviews and initials Announcement of Vacancy and the CSC publication	None	3 minutes	Jennifer T. Barrameda, Ph.D. (Supervising Admin. Officer)
9. None	9. Forwards prepared Announcement of Vacancy and the CSC publication to the Office of the President for Approval	None	2 minutes	Receiving and Releasing Clerk
10. None	10. Receives Approved Announcement of Vacancy and the CSC publication from Office of the President	None	1 minute	Receiving and Releasing Clerk
11. None	11. Reproduces 19 copies of Announcement of Vacancy for posting/Scanning for posting in social media	None	2 minutes	Ms. Hannah S. Bolon (Admin. Aide IV)  and/or  Ms. Donnabelle Alaurin Administrative Aide - JO
12. None	12. Posts the announcement of vacancy in conspicuous places of the University and in the BU website for 10 working days (copy furnished all	None	5 minutes	Ms. Hannah S. Bolon (Admin. Aide IV)  and/or  Mr. Rey A. Padilla Administrative Assistant I

	units/campuses of the University)			
13. None	13. Forwards the prepared publication to the Civil Service Commission, Field Office	None	1 hour	Mr. Rey A. Padilla (Admin. Assistant I)
14. None	14. Receives and records application letters and credentials of applicants	None	2 minutes	Ms. Hannah S. Bolon (Admin. Aide IV)
15. None	15. Prepares initial evaluation of credentials of applicants and those considered next in rank to the published vacant position using Individual Assessment Form	None	30 minutes per applicant	HRMDO Personnel-in-charge
16. None	16. Prepares letters to those considered next in rank to submit additional credentials or certificates of trainings to update their records thru	None	10 minutes	Ms. Hannah S. Bolon (Admin. Aide IV)

	mail, text or phone call			
17.None	17. Sends letters to those considered next in rank	None	30 minutes	Ms. Hannah S. Bolon (Admin. Aide IV)
18.None	18. Prepare notice and schedule of deliberation with prior consultation with the Chair University Human Resource Merit, Promotion & Selection Board (UHRMPSB) as to availability	None	10 minutes	Ms. Janice O. Opeña (Admin. Aide VI)  and/or  Ms. Hannah S. Bolon (Admin. Aide IV IV)
19.None	19. Deliberates on the vacant items published per college by UHRMPSB	None	2 hours	University Human Resource Merit, Promotion & Selection Board
20.None	20.Prepare notice of interview based from the deliberation.	None	10 minutes	Ms. Janice O. Opeña (Admin. Aide VI)  and/or  Ms. Hannah S. Bolon (Admin. Aide IV)
21. None	21. Informs applicants of the schedule of interview	None	3 minutes per applicant	Ms. Hannah S. Bolon (Admin. Aide IV)



	thru text or phone call			
22.Applicants attends to BEI	22. Interviews applicants and informs them of the schedule of written and skills test	None	25 minutes per applicant	University Human Resource Merit, Promotion & Selection Board
23.None	23. Receives result of the Interview and written and skills test		1 minute	Ms. Hannah S. Bolon (Admin. Aide IV)
24.None	24.Pre pares the summary of evaluation, minutes of deliberation and interview using Selection Line – up Assessment Form and Qualification of Candidates		2 days	Ms. Janice O. Opeña (Admin. Aide VI)  and/or  Ms. Hannah S. Bolon (Admin. Aide IV)
25.None	25. Reviews and verifies summary of evaluation, minutes of deliberation and interview for signature of the USB		30 minutes	Jennifer T. Barrameda, Ph.D. (Supervising Admin. Officer)
26. None	26. Signs the BU MSP Form 04		3 minutes	Jennifer T. Barrameda, Ph.D. (Supervising Admin. Officer)



27. None	27. Prepares the Board Resolution with the list of Recommendes using Appendix H - Ranking of Top Five Applicants deemed most qualified (BU MSP Form 05)		10 minutes	Ms. Janice O. Opeña (Admin. Aide VI)  and/or  Ms. Hannah S. Bolon (Admin. Aide IV)
28. None	28. Signs Board Resolution		5 minutes to 1 day	UHRMPSB Committee
29. None	29. Records and forwards documents and board resolution together with the supporting documents to the UHRMPSB Committee for signature		2 minutes	Ms. Hannah S. Bolon (Admin. Aide IV)
30. None	30. Records and forwards documents and board resolution together with the supporting documents to the President's Office through the Chairman of the UHRMPSB	None	2 minutes	Receiving and Releasing Clerk

31. None	31. Coordinates with Admissions Office for the schedule of the psychological test for top 5 ranking applicants and prepares the required request form	None	5 minutes	Ms. Janice O. Opeña (Admin. Aide VI)  and/or  Ms. Hannah S. Bolon (Admin. Aide IV)
32. None	32. Forwards the request form for Psychological Test	None	2 minutes	Receiving and releasing Clerk
33. None	33. Receives and records the psychological test result from Admissions Office	None	3 minutes	Receiving and releasing Clerk
34. None	34. Forwards the documents and Board Resolution acted/signed by the President from the Office of the Chairman, UHRMPSB	None	1 minute	Ms. Janice O. Opeña (Admin. Aide VI)  and/or  Ms. Donnabelle Alaurin (Admin. Aide - JO)
35. None	35. Records signed Board Resolution and supporting documents	None	2 minutes	Ms. Janice O. Opeña (Admin. Aide VI)



36. None	36.Forwards signed Board Resolution and supporting documents to the head of the HRMDO for information and instruction	None	30 seconds	Receiving and releasing Clerk
37.None	37.Informs the selected applicant through the unit head or end-user and advises to comply with the required documents per instruction of the Head of the HRMO	None	3 minutes	Ms. Janice O. Opeña (Admin. Aide VI)  And/or  Ms. Hannah S. Bolon Administrative Aide IV
38.None	38. Prepares appointment of appointee upon compliance of all the requirements	None	10 minutes	Ms. Janice O. Opeña (Admin. Aide VI)  And/or  Ms. Hannah S. Bolon Administrative Aide IV
38. None	38.Reviews prepared appointment and certifies that all requirements & supporting papers pertinent to the appointment have been complied with,	None	10 minutes	Jennifer T. Barrameda, Ph.D. (Supervising Administrative Officer)



	reviewed and found to be in order			
39. None	39.Forwards appointment to the Chairman, UHRMPSB for signature	None	2 minutes	Receiving and Releasing Clerk
40.None	40.Receives back and records the appointment signed by the President	None	1 minute	Receiving and Releasing Clerk
41.None	41.Informs the Appointee through the unit head to take her/his Oath of Office to be administered by the University President (as scheduled)	None	3 minutes	Ms. Janice O. Opeña (Admin. Aide VI)  and/or  Ms. Hannah S. Bolon Administrative Aide IV
42.None	42. Posts the name/s of the newly appointed personnel at the bulletin board	None	2 minutes	Ms. Donnabelle Alaurin (Admin. Aide - JO)
42.Appointees Receives the appointment	42.Releases original copy of appointment, Oath of Office and instructs	None	3 minutes	Ms. Hannah S. Bolon Administrative Aide IV

	appointee to report to his/her Unit Dean/Director			
43.None	43.Pre pares Certificate of Assumption to Duty for signature of his/her Unit Dean/Director	None	1 minute	Ms. Janice O. Opeña (Admin. Aide VI)  and/or  Ms. Hannah S. Bolon Administrative Aide IV
44.None	44. Receives the signed certificate of Assumption to Duty from the concerned unit	None	1 minute	Receiving and releasing
45. Appointees attends to the brief orientation	45. HRMDO conducts brief orientation to the newly hired employee on the Vision, Mission, Goals and Objectives of the University, Basic Policies, rules and regulations, benefits and privileges, roles and responsibilities	None	1 hour	Jennifer T. Barrameda, Ph.D. (Supervising Administrative Officer)  and/or  Ms. Hannah S. Bolon (Admin. Aide IV)
<b>Total</b>				

<b>7. Processing and Filling Up of Vacant Position (For Non-Teaching Personnel)</b>				
Office or Division	: HRMDO			
Classification	: Simple			
Type of Transaction	: Government-to-Citizens			
Who may Avail	: Heads/Chiefs of Unit/Office I			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Initial Request and Plantilla of Personnel			Requesting Entity/End-User/ HRMDO	
Approved request			Requesting Entity/End-User/ HRMDO	
Announcement of Vacancy			Requesting Entity/End-User/ HRMDO	
Original copy of the Approved Announcement of Vacancy			HRMDO	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits the request to full up vacant for teaching position	1. Receives & records request to fill up vacant item for teaching position	None	1 minute	Receiving and Releasing clerk
2. None	2. Forwards request to Head of the HRMDO for review and verification	None	30 seconds	Receiving and Releasing clerk
3. None	3. Reviews and verifies request to fill up vacant item	None	2 minutes	Ms. Janice O. Opeña (Admin. Aide VI)

4. None	4. Signs the reviewed request to fill up vacant item	None	1 minute	Jennifer T. Barrameda, Ph.D. (Supervising Admin. Officer)
5. None	5. Forwards reviewed and signed request to the Vice President for Academic Affairs	None	1 minute	Receiving and Releasing clerk
6. None	6. Receives & records approved request to fill up vacant item for teaching personnel	None	1 minute	Receiving and Releasing clerk
7. None	7. HRMDO prepares the Announcement of Vacancy and reviews the same	None	5 minutes	Ms. Janice O. Opeña (Admin. Aide IV)  Jennifer T. Barrameda, Ph.D. (Supervising Admin. Officer)
8. None	8. Forwards prepared Announcement to the Office of the President for Approval	None	2 minutes	Receiving and Releasing clerk
9. None	9. Receives Approved Announcement of Vacancy from Office of the President	None	1 minute	Receiving and Releasing clerk

10. None	10.Reproduces 19 copies of Announcement of Vacancy	None	2 minutes	Ms. Hannah C. Bolon (Admin. Aide IV)  and/or  Ms. Donnabelle Alaurin (Admin. Aide -JO)
11. None	11. Posts the announcement of vacancy in conspicuous places of the University and in the BU Website as well as in FB account for 10 working days (copy furnished all units/campuses of the University)	None	5 minutes	Ms. Hannah C. Bolon (Admin. Aide IV)  and/or  Ms. Donnabelle Alaurin (Admin. Aide -JO)
12. Applicants submits application letters with complete attachments	12. HRMDO receives and records Application Letters and credentials of Applicants	None	2 minutes	Receiving and Releasing clerk
13. None	13. Forwards Application Letters and credentials of Applicants to Head of the HRMDO	None	30 seconds	Receiving and Releasing Clerk

14. None	14. Forwards Application Letters and credentials to the Local Technical Committee thru the Dean for evaluation using the prescribed form (PASUC CCE)	None	2 minutes	Receiving and Releasing Clerk
15. Interested applicants attends to Local evaluation face to face or online assessment.	15. End-User Conducts Written Test and Demo Teaching of applicants	None	2 – 4 hours	Local Evaluation Committee of the Requesting College
16. None	16. Receives Result of Summary of Evaluation from the College	None	1 minute	Receiving and Releasing Clerk
17. None	17. Forwards Result of Summary of Evaluation to the Head of HRMDO	None	30 seconds	Receiving and Releasing Clerk
18. None	18. Reviews and verifies Result of Summary of Evaluation submitted	None	30 minutes per applicant	Ms. Marichu Q. Julio (Admin. Aide VI) and Jennifer T. Barrameda, Ph.D. (Supervising Admin. Officer)
19. None	19. Returns the summary of evaluation to the College/Unit if	None	5 minutes	Receiving and Releasing



	there is/are correction/s to be made			
20. None	20. Prepares notice of deliberation/ interview of the University Faculty Merit & Selection Board (UFMSB) for the scheduled interview and zoom credentials	None	5 minutes	Ms. Marichu Q. Julio (Admin. Aide VI)
21. None	21. Forwards Notice of Meeting to the VPAA for scheduling and signing of notice of meeting	None	2 minutes	Receiving and Releasing
22. None	22. Receives signed notice of meeting w/ schedule indicated	None	1 minute	Receiving and Releasing
23. None	23. Forwards to the UFMSB the notice of meeting	None	2 hours	Receiving and Releasing
24. Qualified applicants attends to Behavioral Events Interview (BEI)	24. Conducts the Behavioral Events Interview (BEI) of applicants	None	30 minutes per applicant	University Faculty Merit & Selection Board



25. None	25. Prepares summary of evaluation, interview and Board Resolution	None	15 minutes	Ms. Marichu Q. Julio (Admin. Aide VI)
26. None	26. Reviews summary of evaluation, interview and Board Resolution	None	10 minutes	Jennifer T. Barrameda, Ph.D. (Supervising Admin. Officer)
27. None	27. Signs Board Resolution with the recommendees for submission to the President	None	2 minutes	UFMSB
28. None	28. Forwards Board Resolution with supporting documents to the UFMSB for signature	None	5 minute	Receiving and Releasing Clerk
29. None	29. Forwards Board Resolution with supporting documents to the Office of the President who shall make the final choice from among the recommendees of the Board	None	2 minutes	Receiving and Releasing Clerk





30. None	30. Coordinates with Admissions Office for the schedule of the psychological test of the recommendees and prepares the required request form	None	5 minutes	Ms. Marichu Q. Julio (Admin. Aide VI)
31. None	31. Forwards the request form for psychological test to Admissions Office	None	3 minutes	Receiving and Releasing Clerk
32. None	32. Receives the psychological test result from Admissions Office	None	1 minute	Receiving and Releasing Clerk
33. None	33. Records and forwards documents and Board Resolution together with the supporting documents to the President's Office	None	2 minutes	Receiving and Releasing Clerk
34. None	34. Receives back the documents and Board Resolution signed by the President	None	1 minute	Receiving and Releasing Clerk



35. None	35. Records signed Board Resolution and Supporting documents	None	2 minutes	Receiving and Releasing Clerk
36. None	36. Forwards signed Board Resolution and supporting documents to the Acting Head of the HRMO for information and instruction	None	30 seconds	Receiving and Releasing Clerk
37. None	37. Informs the selected applicant through the unit head or end-user and advises to comply with the required documents per instruction of the Head of the HRMDO	None	3 minutes	Ms. Hannah C. Bolon (Admin. Aide IV)
38. None	38. Prepares appointment of appointee upon compliance of all documents	None	10 minutes	Ms. Hannah C. Bolon (Admin. Aide IV) and/or Ms. Janice O. Opeña (Admin. Aide VI)
39. None	39. Reviews prepared appointment and Certifies that all requirements and supporting papers pertinent to the appointment	None	10 minutes	Jennifer T. Barrameda, Ph.D. (Supervising Admin. Officer)



	have been complied with, reviewed and found to be in order			
40. None	40. Forwards appointment to Chairman, UFMSB	None	2 minute	Receiving and Releasing Clerk
41. None	41. Receives back and records the appointment signed by the President	None	2 minutes	Receiving and Releasing Clerk
42. None	42. Informs the Appointee through the unit head to get the original copy of appointment and to take her/his Oath of Office to be Administered by the University President (as scheduled)	None	3 minutes	Ms. Hannah C. Bolon (Admin. Aide IV)
43. None	43. Posts the name/s of the newly appointed personnel at the bulletin board	None	3 minutes	Ms. Hannah C. Bolon (Admin. Aide IV)
44. None	44. Releases original copy of appointment, Oath of Office and instructs appointee to report to his/her	None	3 minutes	Receiving and Releasing Clerk



	Unit Dean/ Director/Head of Office			
45. None	45. Prepares Certificate of Assumption to Duty for signature of his/her Unit Dean/ Director/Head of Office	None		Ms. Hannah C. Bolon (Admin. Aide IV)
46. None	46. Receives the certificate of Assumption to Duty from the concerned unit	None	1 minute	Receiving and Releasing Clerk
47. None	47. Conducts brief orientation to the newly hired employee on the Vision, Mission, Goals and Objectives of the University, Basic Policies, rules and regulations, benefits and privileges, roles and responsibilities.	None	30 minutes	Jennifer T. Barrameda, Ph.D. (Supervising Administrative Officer)  and/or  Ms. Hannah S. Bolon (Admin. Aide IV)
<b>Total</b>				

<b>8. Preparation and Processing of Employee's Retirement Documents for GSIS Purposes</b>				
Office or Division	: HRMDO			
Classification	: Simple			
Type of Transaction	: Government-to-Citizens			
Who may Avail	: Retiring/retired personnel			
<b>CHECKLIST REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Three (3) copies of the following: - Agency Clearance of No Pending Admin. Case - Certification of Last Day of Service Filled-up application form for retirement from GSIS			Requesting Entity	
Original service record			HRMDO	
Certificate of Last day of service			HRMDO	
Leave Card			HRMDO	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Retirees submits the application for retirement	1. HRMDO Receives employee's application for retirement approved by the President	None	1 minute	Receiving and releasing
2. None	2. Prints and verifies Service Record of retiring employee indicating last day of service and Leave of Absence	None	10 minutes	Employee Assigned



	Without Pay (LWOP)			
3. None	3.Reviews and Signs Service Record	None	5 minutes	Jennifer T. Barrameda, Ph.D. (Supervising Admin. Officer)
4.None	4. Prepares Certificate of Leave of Absence Without Pay (if any)	None	10 minutes	Ms. Sierna L. Cedro (Admin. Officer IV)
5. None	5.Reviews and signs the Certificate of Leave of Absence w/o pay	None	5 minutes	Jennifer T. Barrameda, Ph.D. (Supervising Admin. Officer)
6. None	6.Reviews supporting documents	None	5 minutes	Ms. Sierna L. Cedro (Admin. Officer IV)
7.None	7. Forwards the application for retirement to the President's Office for signature with supporting documents	None	5 minutes	Receiving and releasing
8.None	8.Receives back the documents signed by the President	None	1 minute	Receiving and releasing
9.None	9.Releases to the concerned employee or to authorized representative	None	1 minute	Ms. Sierna L. Cedro (Admin. Officer IV)

	together with the attached documents for submission to GSIS			
<b>Total</b>			<b>43 minutes</b>	

<b>9. Preparation/Processing of Application of Employee's Terminal Leave Benefits</b>	
Office or Division	: HRMDO
Classification	: Simple
Type of Transaction	: Government-to-Citizens
Who may avail	: Retiring/retired personnel
<b>CHECKLIST REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
Affidavit of No Pending Criminal Case	Requesting Entity
Leave Form (Form 6)	HRMDO
University Clearance	Requesting Entity
Statement of Assets, Liabilities & Networth	Requesting Entity
Leave Cards	HRMDO
Certificate of Leave Absence	HRMDO
NOSI/NOSA/Appointment	HRMDO
Service Record	HRMDO
Affidavit of No Pending Criminal Case	HRMDO
SALN	Requesting Entity
University/Unit Clearance	Requesting Entity
Approved Request to retire	Requesting Entity/HRMDO

GSIS Clearance			Requesting Entity	
If deceased: 1. death certificate 2. cert. of survivorship 3. special power of attorney (SPA) if the legal heirs cannot personally appear to submit / follow-up the claims				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Retiree submits application for Terminal Leave	1. Receives and records employee's application for Terminal Leave	None	2 minutes	Receiving and releasing
2. None	2. Audits the Leave card of the retiree (a) If non-teaching, prepares statement of vacation and sick leave credits  (b) If teaching personnel, prepares certification of leave balance	None	4 hours	Mr. Rey A. Padilla (Admin. Assistant I)  Ms. Sierna L. Cedro (Admin. Officer IV)
3. None	3. Certifies correctness of the statement of vacation and sick leave credits	None	2 minutes	Ms. Sierna L. Cedro (Admin. Officer IV) Ms. Janice O. Opeña (Admin. Aide VI)





4. None	4. Checks, verifies, and signs the statement of vacation and sick leave credits	None	5 minutes	Jennifer T. Barrameda, Ph.D. (Supervising Admin. Officer)
5. None	5. Prepares, prints certification of Leave Balances, and affixes the documentary stamp	None	5 minutes	Ms. Sierna L. Cedro (Admin. Officer IV)
6. None	6. Reviews and signs the Certification	None	1 minute	Jennifer T. Barrameda, Ph.D. (Supervising Admin. Officer)
7. None	7. Forwards to Admin. Office the Terminal Leave papers for adjudication and voucher preparation	None	1 minute	Receiving and releasing
8. None	8. Receives from Administrative Office Terminal Leave papers with voucher and adjudication	None	2 minutes	Receiving and releasing
9. None	9. Prepares and Review LARP Form (List of Actual Retirees to be Paid)	None	10 minutes	Ms. Sierna L. Cedro (Admin. Officer IV)  Jennifer T. Barrameda, Ph.D. (Supervising Admin. Officer)



10. None	10. Records and forwards Terminal Leave Papers with LARP to the BU Budget Office for submission to DBM upon verification as to the correctness of the University Accountant and approval of the LARP by the President and to be approved by the Regional Director of the Department of Budget and Management	None	2 minutes	Ms. Sierna L. Cedro (Admin. Officer IV)
<b>Total</b>			<b>4 hours and 30 minutes</b>	

<b>10. Sponsoring and Holding of Seminars/Workshop/Training</b>	
Office or Division	: HRMDO
Classification	: Simple
Type of Transaction	: Government-to-Citizens
Who may Avail	: BU Employees
CHECKLIST REQUIREMENTS	WHERE TO SECURE
Training Needs Survey Form	HRMDO
Approved Annual Training Plan	HRMDO
APP/PPMP	HRMDO



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE PER STEP</b>
1. None	1. Consolidates and determines training needs of the personnel	None	1 day	Jennifer T. Barrameda, Ph.D. (Supervising Administrative Officer)
2. None	2. Prepares training proposal based on the Training Needs Analysis and Approved Annual Training Plan	None	1 day	Jennifer T. Barrameda, Ph.D. (Supervising Administrative Officer)
3. None	3. Reviews and signs the training proposal	None	1 hour	Atty. Norly P. Reyes (Chief Administrative Officer)
4. None	4. Forwards the training proposal to the President's Office through the VPA Office for Recommending approval and signature	None	2 minutes	Receiving and releasing Clerk
5. None	5. Prepares Job Order request for Catering Services	None	20 minutes	Jennifer T. Barrameda, Ph.D. (Supervising Admin. Officer)
6. None	6. Reviews and signs the Job Order request for Catering Services	None	2 minutes	
7. None	7. Records and forwards the	None	2 minutes	Receiving and releasing Clerk

	Job Order request for Catering Services to the Supply Office			
8. None	8. Coordinates with the identified resource speakers as to their availability in the different topics	None	3 minutes	Jennifer T. Barrameda, Ph.D. (Supervising Admin. Officer)
9. None	9. Drafts and review communication to speakers, participants, guests and to other offices relevant to the conduct of the seminar/workshop/ training	None	30 minutes	
11. None	11. Records and releases the communication/ invitation		2 minutes	Receiving and releasing Clerk
12. None	12. Prepares and designs program and certificates for the participants, speakers and facilitators and reviews the same		30 minutes	Ms. Jessica A. Cledera (Admin. Aide III)  Jennifer T. Barrameda, Ph.D. (Supervising Admin. Officer)
14. None	14. Receives the requested supplies and materials		3 minutes	Ms Hannah S. Bolon (Admin. Aide IV)



	needed in the training			
15. None	15. Prints the program and certificates for the participants, speakers and facilitators		6 hours / depends on the number of participants	Ms. Jessica A. Cledera (Admin. Aide III)
16. None	16. Forwards the certificates for signature of CAO & HRMDO Head, VPA and President		2 minutes	Ms. Hannah S. Bolon (Admin. Aide IV)
17. None	17. Prepares and prints the Attendance Sheet, Evaluation Sheet in google form and QR codes		15 minutes	Ms. Jessica A. Cledera (Admin. Aide III)
18. None	18. Conducts the Training/Seminar/ Workshop		2 days or depends on the topic for discussion	Assigned HRMDO personnel
<b>Total</b>			<b>7 hours to 1 day</b>	



## J. ADMINISTRATIVE OFFICE

1. Processing of Various Financial Claims	
<ul style="list-style-type: none"> <li>a. Cash Advance for Travel</li> <li>b. Reimbursement for Travel</li> <li>c. Liquidation of Cash Advance for Travel</li> <li>d. Wages of Job Order/Contract of Service Personnel</li> <li>e. Payment of Bill/Utilities</li> <li>f. Other financial claims</li> </ul>	
Office or Division	: University Administrative Office (GASS & Auxiliary Services)
Classification	: Complex
Type of Transaction	: Government-to-Citizens (G2C) : Government-to-Businesses (G2B) : Government-to-Government (G2G)
Who may avail	: BU Personnel : BU Students : Creditors/ External Agencies
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p><b>CASH ADVANCE FOR LOCAL TRAVEL</b></p> <ul style="list-style-type: none"> <li>• Office Order/Travel Order</li> <li>• Duly Approved Itinerary of Travel (Appendix A)</li> <li>• Letter of invitation from the organizer/sponsor agency to attend seminar/workshop/conference, etc.</li> <li>• Approved Request for Trainings/Seminars/Conference/Convention (BU-F-HRMO-104)</li> <li>• Plane Travel Order (if applicable)</li> </ul> <p><b>CASH ADVANCE FOR FOREIGN TRAVEL</b></p> <ul style="list-style-type: none"> <li>• Office Order/Travel Order</li> <li>• Authority to Travel Abroad</li> <li>• Plane Travel Order</li> <li>• Duly Approved Itinerary of Travel (Appendix A)</li> <li>• Letter of invitation of host/sponsoring country/agency/organization</li> <li>• Approved Request for Trainings/Seminars/Conference/Convention (BU-F-HRMO-104)</li> </ul>	Respective issuing office



#### **LIQUIDATION OF CASH ADVANCE FOR LOCAL TRAVEL**

- Liquidation Report
- Paid Disbursement Voucher of cash advance
- Office Order/Travel Order
- Plane Travel Order (if applicable)
- Copy of previously approved itinerary of travel
- Revised Itinerary of Travel (Appendix A), if the previously approved itinerary was not followed
- Certificate of Travel Completed (Appendix B)
- Certificate of Appearance/Attendance
- Plane, boat or bus tickets, boarding pass, terminal fee
- Reimbursement Expense Receipt (RER)
- Official receipt for registration fee
- Trip Ticket (if applicable)

#### **LIQUIDATION OF CASH ADVANCE FOR FOREIGN TRAVEL**

- Liquidation Report
- Paid Disbursement Voucher of cash advance
- Office Order/Travel Order
- Authority to Travel Abroad
- Plane Travel Order
- Copy of previously approved itinerary of travel
- Revised Itinerary of Travel (Appendix A), if the previously approved itinerary was not followed
- Certificate of Travel Completed (Appendix B)
- Certificate of Appearance/Attendance
- Plane tickets, boarding pass, boat or bus ticket
- Narrative report on trip undertaken/Report on Participation

#### **REIMBURSEMENT FOR TRAVEL**

- Liquidation Report
- Office Order/Travel Order
- Plane Travel Order (if applicable)
- Duly approved Itinerary of Travel (Appendix A)
- Certificate of Travel Completed (Appendix B)
- Letter of invitation from the organizer/sponsor agency to attend seminar/workshop/conference, etc.
- Approved Request for Trainings/Seminars/Conference/Convention (BU-F-HRMO-104)
- Certificate of Appearance/Attendance



<ul style="list-style-type: none"> <li>• Plane, boat or bus tickets, boarding pass, terminal fee</li> <li>• Reimbursement Expense Receipt (RER)</li> <li>• Official receipt for registration fee (if applicable)</li> <li>• For reimbursement of actual travel expenses (additional requirements):</li> <li>• Certification from the Head of Agency that it is absolutely necessary</li> <li>• Official Receipts</li> </ul> <p><b>WAGES OF JOB ORDER PERSONNEL</b></p> <ul style="list-style-type: none"> <li>• Approved Request for Hiring of JO/Renewal of JO</li> <li>• Job Order</li> <li>• Letter Order</li> <li>• Daily Time Record</li> <li>• Accomplishment Report</li> <li>• Approved Request for Manual Entries in the DTR (if applicable)</li> </ul> <p><b>PAYMENT OF BILLS/UTILITIES (WATER, ELECTRICITY, TELEPHONE, INTERNET)</b></p> <ul style="list-style-type: none"> <li>• Billing Statement/ Monthly Statement of Account</li> </ul>				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Clients submits documents for processing of financial claim	1. Review, receive and record documents submitted	None	10 minutes*  *Documents for receiving shall be disinfected using the UVC disinfection box	Regine B. Torre Admin. Aide -Job Order or Janssen Ann M. Madriñan Admin. Aide -Job Order (Alternate) or Ma. Mae M. Lleva Admin. Aide VI (Alternate)
2. None	2. Prepare Disbursement Voucher (DV)	None	15 minutes	Janssen Ann M. Madriñan Admin. Aide -Job





	and other necessary documents			Order (Alternate)  Ma. Mae M. Lleva Admin. Aide VI  Ma. Myra C. Austero Admin. Officer III
3. None	3. Record the Disbursement Voucher (DV) and attach Claim Monitoring Sheet	None	10 minutes	Regine B. Torre Admin. Aide -Job Order or Janssen Ann M. Madriñan Admin. Aide -Job Order (Alternate) or Ma. Mae M. Lleva Admin. Aide VI (Alternate)
4. None	4. Review documents and sign Box A of the Disbursement Voucher (DV)	None	20 minutes	Ma. Myra C. Austero Administrative Officer III  Atty. Norly P. Reyes Chief Administrative Officer
5. None	5. Forward Disbursement Voucher (DV) to the Budget Office	None	5 minutes	Regine B. Torre Admin. Aide -Job Order or Janssen Ann M. Madriñan Admin. Aide -Job Order (Alternate) or Ma. Mae M. Lleva Admin. Aide VI



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				(Alternate)
	<b>TOTAL:</b>	None		

\*Clients are advised to adhere to government Covid-19 health and safety protocols when transacting at the office such as but not limited to wearing of face mask and observance of physical distancing. Please be advised further that transactions shall be thru window transactions only.



## K. PROCUREMENT MANAGEMENT OFFICE

1. For Goods and Services through Public Bidding				
Office or Division	: Procurement Management Office			
Classification	: Simple			
Type of Transaction	Government to Citizens			
Who may avail	: BU Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved Procurement Plan (APP) or Project Procurement Management Plan (PPMP)			Requesting Entity	
Certificate of Availability of Funds (CAF)			Budget Office	
Approved Request for Procurement (Purchase Order/ Job Order)			Requesting Entity	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the procurement request together with the needed attachments.	1. Check if Procurement documents are complete and receive them for procurement.	No fees	5 – 30 minutes	End-user & Procurement Planning and monitoring section
	1.1 Transmit request to respective TWGs for pre-procurement evaluation.	No fees	2 – 5 CDs	Procurement Planning and monitoring section
	1.2 Advertisement/ Posting of Invitation to Bid	For bid documents	7 CDs	BAC Secretariat/ TWG



2. Attend the Pre-bid conference	2. Conduct of Pre-Bid Conference (optional for ABC below Php 1,000,000.00/ not earlier than 7 CDs from advertisement/ posting/ 12 CDs before the deadline of submission of and receipt of bids)	No fees	1 CD/ whenever necessary	BAC Members/ TWG/ BAC Secretariat/ Observers
3. Attend the Bid Opening	3. Submission of RFQs/ Bid Opening	No fees	1 – 45 CDs	BAC Members/ TWG/ BAC Secretariat/ Observers/ End-Users
	3.1 Bid Evaluation	No fees	1 – 7 CDs	TWG
4. Attend the Post Qualification	4. Conduct of Post Qualification	No fees	2 – 45 CDs	BAC Members/ TWG/ BAC Secretariat
5. Sign the BAC Resolution	5. Approval of BAC Resolution/ Issuance of the Notice of Award	No fees	1 – 15 CDs	BAC Secretariat, HOPE
	5.1 Contract Preparation and Signing and approval of the contract	No fees	1 – 10 CDs	BAC Secretariat, Contract Management Section(CMS) & HOPE
	5.2 Approval of Contract by Higher Authority	No fees	1 – 20 or 30 CDs	HOPE/ CMS/ BAC Secretariat
	5.3 Issuance of Notice to Proceed	No fees	1 – 7 CDs	BAC Secretariat/ Winning Bidder
<b>TOTAL:</b>		<b>(maximum) 160 or 172 CDs</b>		

<b>2. For Infrastructure Projects through Public Bidding</b>				
Office or Division	: Procurement Management Office			
Classification	: Simple			
Type of Transaction	: Government to Citizens			
Who may avail	: BU Personnel and students ( internal clients)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Approved Procurement Plan (APP) or Project Procurement Management Plan (PPMP)			Requesting Entity	
Certificate of Availability of Funds (CAF)			Budget Office	
Approved Request for Procurement (Scope of Work, Detailed Estimates, etc)			Requesting Entity	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the request for procurement with the needed attachments.	1. Check if Procurement documents are complete and receive them for procurement.	No fees	5 – 30 minutes	End-user & Procurement Planning and monitoring section
	2. Transmit request to respective TWGs for pre-procurement evaluation -	No fees	2 – 5 CDs	Procurement Planning and monitoring section
	3. Advertisement/ Posting of Invitation to Bid	For bid documents	7 CDs	BAC Secretariat/ TWG



2. Attend the Pre-Bid Conference	2. Conduct of Pre-Bid Conference (optional for ABC below Php 1,000,000.00/ not earlier than 7 CDs from advertisement/ posting/ 12 CDs before the deadline of submission of and receipt of bids)	No fees	1 CD/ whenever necessary	BAC Members/ TWG/ BAC Secretariat/ Observers
3. Attend the Bid Opening	3. Submission of RFQs/ Bid Opening	No fees	1 – 50 or 65 CDs	BAC Members/ TWG/ BAC Secretariat/ Observers/ End-Users
	3.1 Bid Evaluation	No fees	1 – 7 CDs	TWG
4. Attend the post-qualification	4. Conduct of Post Qualification	No fees	2 – 45 CDs	BAC Members/ TWG/ BAC Secretariat
5. Sign the BAC Resolution	5. Approval of the BAC Resolution/ Issuance of the Notice of Award	No fees	1 – 15 CDs	BAC Secretariat/ HOPE
	5.1 Contract Preparation and signing and approval of the contract	No fees	1 – 10 CDs	BAC Secretariat/ Contract Management Section (CMS)/HOPE
	5.2 Approval of Contract by Higher Authority	No fees	1 – 20 or 30 CDs	HOPE/ CMS/ BAC Secretariat
	5.3 Issuance of Notice to Proceed	No fees	1 – 7 CDs	BAC Secretariat/ Winning Bidder

<b>TOTAL</b>		<b>(maximum) 141 or 156 CDs</b>		
<b>3. For Goods and Services through Alternative Mode of Procurement</b>				
Office or Division	: Procurement Management Office			
Classification	: Simple			
Type of Transaction	: Government to Citizens			
Who may avail	: BU Personnel and students (internal clients)			
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the request for procurement with the needed attachments.	1. Check if Procurement documents are complete and receive them for procurement.	No fees	5 – 30 minutes	End-user & Procurement Planning and monitoring section
	1.1 Transmit request to respective TWGs for pre-procurement evaluation -	No fees	2 – 5 CDs	Procurement Planning and monitoring section
	1.2 Advertisemen t/ Posting of Invitation to Bid ( PhilGEPs posting is required for projects with 50 K and above ABC)	No fees	3 -7 days CDs	BAC Secretariat/ TWG

	1.3 Submission of RFQs/ Bid Opening	No fees	4 CDs	BAC Members/ TWG/ BAC Secretariat/ Observers/ End- Users
2. Sign Abstract of Bids.	2. Bid Evaluation/ Post qualification	No fees	1 – 7 CDs	TWG BAC members and End-user
3. Sign BAC Resolution.	3. Approval of the BAC Resolution/ Issuance of the Notice of Award	No fees	1 – 15 CDs	BAC Secretariat, BAC Members and HOPE
	3. Purchase Order (PO) or Letter Order (LO) Preparation	No fees	1 – 10 CDs	BAC Secretariat/ HOPE
<b>TOTAL:</b>			(maximum) 44 CDs	
<b>4. Purchase of Bid Documents</b>				
Office or Division	: Procurement Management Office			
Classification	: Simple			
Type of Transaction	: Government to Citizens			
Who may avail	: BU Personnel and students (internal clients)			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Letter of Intent to Bid			Bidder	
Receipt for Payment for the Bid Documents			GASS Cashier	





Required Documents to be submitted for Bidding: - Eligibility Documents - Technical Documents Financial Documents			Bidder	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Intent Letter for Project	1. Issuance of Payment Form	No fees	3 – 5 minutes	BAC Secretariat
2. Payment to Cashier	2. Receive payment for Bid Documents	Amount of Bid Documents depending on project	5 – 15 minutes	GASS Cashier
3. Submit Official Receipt	3. Release of Bid Documents	No fees	3 – 10 minutes	BAC Secretariat
<b>TOTAL:</b>			<b>Minimum of 30 minutes</b>	

## L. SUPPLY AND PROPERTY MANAGEMENT OFFICE

<b>1. Procurement to thru DBM-PS</b>				
This Service is made to inform the personnel, official and external party about the Procurement of Supplies and Materials thru Department of Budget and Management - Procurement Service (DBM-PS). The purpose of this service is to have a uniform procurement procedure in the University.				
Office or Division	: Supply and Property Management Office			
Classification	: Simple			
Type of Transactions	: Government to Government			
Who May Avail	: Permanent Employee of Bicol University			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Approved Purchase Request			Requesting party / end-user	
Certification of Availability of Fund (CAF)			Budget Office	
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON'S RESPONSIBLE
1. Submit Approved Purchase Request and CAF	1. Receive the Approved PR & CAF	None	10 minutes	Staff
1.1 None	1.1 Prepare Agency Purchase Request of the supplies/materials requested based on the Purchase Request	None	20 minutes	Staff
1.2 None	1.2 Review and sign the Agency Purchase Request	None	5 minutes	Supply Officer
1.3 None	1.3 Staff forward the APR to Budget Office & Head of Agency or Authorize Representative for signature	None	10 minutes	Staff



2. None	2. Receive the Approved APR from Head of Agency or Authorized Representative	None	10 minutes	Supply Officer / Staff
2.1 None	2.1 Submit the Approved APR to DBM-PS	None	10 minutes	Staff
2.2 None	2.2 Print the screenshot of available supplies (if supplies are available from PS Website)	None	20 minutes	Staff
2.3 None	2.3 Print Certification of Non-Availability of Supplies (if supplies are not available at PS Website)	None	20 minutes	Staff
	(If supplies are available)			
3. None	3A. Prepare PO base on the price quotation by DBM-PS or screenshot of available supplies	None	20 minutes	Supply Officer / Staff
3A.1 None	3A.1 Record, Sign and assign control number of the PO	None	20 minutes	Supply Officer / Staff
3A.2 None	3A.2 Forward the PO to Budget Office for signature & preparation of ORS/BURS and for signature of the Head of Agency or Authorize Representative	None	20 minutes	Staff
	(If supplies are not available)			
3B. None	3B. Print the Certification of Non	None	20 minutes	Staff

	Availability of Supplies from PS Website			
3B.1 None	3B.1 Prepare & Sign Endorsement to BAC Office	None	15 minutes	Supply Officer / Staff
3B.2 None	3B.2 Forward the Endorsement to BAC Office for procurement in local supplier.	None	10 minutes	Staff
4. None	4. Prepare the Disbursement Voucher together with the complete supporting documents.	None	20 minutes	Supply Officer / Staff
4.1 None	4.1 Record and assign control number in the logbook.	None	15 minutes	Staff
4.2 None	4.2 Review and Sign the DV	None	20 minutes	Supply Officer
4.3 None	4.3 Forward the sign DV together with the complete supporting documents to Accounting Office.	None	10 minutes	Staff
5. None	5. Pick Up supplies at DBM-PS upon payment by the Cashier.	None	1 day	Staff / Supply Officer
<b>TOTAL</b>			<b>1 day and 4 hours</b>	

## 2. Contract Implementation and Processing of Payment

This Service is made to inform the personnel, official and external party (supplier) for the Contract Implementation and Processing of Payment. The purpose of this service is to have a uniform process of Contract Implementation and Processing of Payment in the University.

Office or Division	: Supply and Property Management Office			
Classification	: Simple			
Type of Transactions	: Government to Government			
Who May Avail	: Internal – Permanent Employee of Bicol University			
	: External – Supplier			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Delivery Receipt / Invoice Receipt			Supplier ( for Goods)	
Statement of Account / Billing Statement			Supplier ( for Services )	
Annual Procurement Plan			Requesting party	
Purchase Request			Requesting party	
CLIENT'S STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON'S RESPONSIBLE
1. Present the Delivery Receipt or Invoice Receipt of the Delivery of Supplies & Materials or Equipment ( For supplier)	1. Check the delivery base on the Delivery Receipt / Invoice/Receipt and Contract / Purchase Order	None		
1.1 None	5.3 Check the delivery as to quantity and specifications	None	30 minutes	Staff



	stated in the Contract/PO/LO			
1.2 None	1.2 Receive the delivery of supplies and materials	None	10 minutes	Staff / Supply Officer
1.3 None	1.3 Prepare Inspection and Acceptance Report of the supplies and materials delivered	None	20 minutes	Staff
1.4 None	1.4 Forward the Inspection and Acceptance Report to the Designated Inspector.	None	5 minutes	Staff
2. Inspect the completeness of the delivery base in the Inspection and Acceptance Report ( For Designated Inspector)	2. Assist in the inspection of the delivery of supplies/materials & equipment	None	30 minutes	Staff / Supply Officer
2.1 None	2.1 Designated Inspector sign the Inspection Report.	None	3 minutes	Designated Inspector
2.2 None	2.2 Supply Officer accept the inspected delivery and sign the Inspection and Acceptance Report	None	15 minutes	Supply Officer
	(For Supplemental Purchase)			



3. Request for the issuance of supplies (End-user)	3A. Prepare Requisition and Issue Slip (RIS), Inventory Custodian Slip (ICS) and Property Acknowledgement Receipt (PAR) ( For supplies)	None	20 minutes	Staff / Supply Officer
3A.1 None	3A.1 Approved and sign the RIS of the requested supplies	None	5 minutes	Supply Officer
3A.2 None	3A.2 Sign the RIS and issue / release the request supplies	None	20 minutes	Staff
( For Semi Expendable Properties)				
3A.3 None	3A.3 Record the Semi expendable property in the logbook , assign control number and sign the Inventory Custodian Slip (ICS)	None	20 minutes	Supply Officer
3A.4 None	3A.4 Sign /Approved the RIS of supplies to be release	None	5 minutes	Supply Officer
3A.5 None	3A.5 Sign the RIS and issue / release the goods	None	20 minutes	Staff / Supply Officer
( For Equipment)				



3A.6 None	3A.6 Record the Equipment/Property in the logbook, assign Property Number and Sign the PAR.	None	20 minutes	Supply Officer
3A.7 None	3A.7 Record the Property in the Property Tag.			
3A.8 None	3A.8 Prepare the Property Tag of the Property.	None	10 minutes	Supply Officer
3A.9 None	3A.9 Issue / Release the Equipment/Property to end-user.	None	20 minutes	Supply Officer / Staff
(For Bulk Purchase)				
3B.1 None	3B.1 Recording the supplies in the Stock Card and Bin Card.			
3B.2 None	3B.2 Record the supplies in the Stock Card and turn over to Storekeeper.	None	4 hours	Supply Officer
3B.3 None	3B.3 Record in the Bin Card the supplies turn over by the Supply Officer and store properly in the Stockroom.	None	4 hours	Staff





3B.4 None	3B.4 Prepare Requisition and Issue Slip.	None	15 minutes	Staff
3B.5 None	3B.5 Sign the Approved portion of RIS.	None	5 minutes	Supply Officer
3B.6 None	3B.6 Sign the Issued portion of RIS and release the supplies/materials requested.	None	20 minutes	Supply Officer
3B.7 None	3B.7 Record the issued supplies in the Stock Card and Bin Card.	None	20 minutes	Staff / Supply Officer
4. Return the Requisition and Issue Slip/Inventory Custodian SLp (ICS) and Property Acknowledgement Receipt (PAR) ( End-user)	4. Preparation of Disbursement Voucher together with the complete supporting documents	None	20 minutes	Staff / Supply Officer
4.1 None	4.1 Prepare & Assign Control Number in the Logbook.	None	15 minutes	Staff
4.2 None	4.2 Review the completeness of the supporting documents and sign the DV.	None	20 minutes	Supply Officer
4.3 None	4.3 Forward the DV to Accounting Office.	None	5 minutes	Staff



<b>TOTAL</b>	<b>12 hours</b>
<p>Note: For Bulk Purchase transactions there's no need to attached RIS/ ICS in preparation of Disbursement Voucher because it will be attached in the Report of Supplies and Materials Issued submitted every month in accounting office.</p>	

<b>3. Disposal of Unserviceable Properties and Waste Materials</b>				
<p>This Service is made to inform the personnel, official and external party for the Disposal of Unserviceable Properties and Waste Materials. The purpose of this service is to have a uniform procedure of the Disposal of Unserviceable Properties and Waste Materials in the University.</p>				
Office or Division	: Supply and Property Management Office			
Classification	: Simple			
Type of Transactions	: Government to Government			
Who May Avail	: Internal - Permanent Employee of Bicol University			
	External Clients			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
Property Acknowledgement Receipt			Employee / end-user	
Inventory Custodian Slip			Employee / end-user	
Unserviceable Property to be dispose			Employee / end-user	
Request for Quotation			Supply and Property Management Office	
Letter Request and Official Receipt			Bidder	
<b>CLIENT'S STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON'S RESPONSIBLE</b>
1. Return the Unserviceable Property & Waste Materials (Employee / End-user)	1. Verify the returned unserviceable property & waste material from ICS & PAR	None	15 minutes	Supply Officer / staff



1.1 None	1.1 Prepare the Property Return Slip of the unserviceable property and waste materials	None	20 minutes	Supply Officer / staff
1.2 None	1.2 Review & Sign the Property Acknowledgement Receipt	None	10 minutes	Supply Officer / staff
2. Sign the Property Return Slip of the returned Unserviceable Property & Waste Materials (Employee / End-user)	2. Received & Record the Property Acknowledgement Receipt in the Logbook	None	5 minutes	Supply Officer
2.1 None	2.1 Assign Control Number of Property Return Slip (PRS)	None	15 minutes	Supply Officer / staff
2.2 None	2.2 Store the unserviceable property in the stock room for disposal	None	15 minutes	Staff
3. None	3. Prepare Inventory and Inspection Report of Unserviceable Property and	None	2 hours	Staff



	Waste Materials Report			
3.1 None	3.1 Review and Sign the Inventory and Inspection Report of Unserviceable Property and Waste Materials	None	30 minutes	Supply Officer
3.2 None	3.2 Endorse the Report to the Chairman of Appraisal and Disposal Committee	None	10 minutes	Supply Officer
4. Notify for the schedule of the disposal activity ( Appraisal and Disposal Committee)	4. Provide the Committee the and COA the List / IIRUP and pictures of all items included in disposal	None	1 hour	Staff
4.1 None	4.1 Assist in the preparation of Certification	None	20 minutes	Staff
4.2 None	4.2 Assist in the preparation of the resolution	None	20 minutes	Supply Officer / staff



4.3 None	4.3 Prepare the Invitation to Bid and Forward to the Committee Chairman for signature	None	20 minutes	Supply Officer / staff
4.4 None	4.4 Post the Invitation to Bid and schedule	None	1 hour	Staff
4.5 None	4.5 Prepare the Pre Canvass form	None	10 minutes	Supply Officer / staff
4.6 None	4.6 Conduct Pre Canvass of the Unserviceable Property and Waste Materials	None	2 hours	Supply Officer
4.7 None	4.7 Prepare Recommendation for the floor price of the Unserviceable Property and Waster materials to be dispose	None	20 minutes	Supply Officer / staff
4.8 None	4.8 Forward the Recommendation to the Disposal Committee for signature	None	5 minutes	Staff
4.9 None	4.9 Prepare Request for Quotation	None	20 minutes	Staff

4.10 None	4.10 Notify the COA about the schedule of opening / sale of Unserviceable Property and Waste Materials	None	15 minutes	Supply Officer
5. Submit Letter and photocopy of Valid ID ( Bidder)	5. Issue the Request for Quotation to the bidders	None	10 minutes	Staff
5.1 None	5.1 Explain the query of the bidder regarding the process of disposal ( if any)	None	15 minutes	Supply Officer
6. Submit the Request for Quotations with 10% bid security (cash) of the bid price in a sealed envelope ( Bidder)	6. Received the Sealed quotation put the date and time when it is submitted	None	5 minutes	Supply Officer / Staff
6.1 None	6.1 Assist in the opening of the sealed request for quotation submitted by the bidders	None	2 hours	Staff
6.2 None	6.2 Prepare Minutes of the bidding process	None	30 minutes	Staff



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6.3 None	6.3 Refund the 10% bid security of the losing bidders after the bidding process	None	15 minutes	Supply Officer
7. Pay the bid security ( For winning bidder)	7. Inform the cashier's Office for the details of the payable	10% bid security (refundable )	3 minutes	Staff
8. Submit Official Receipt (photocopy) of the amount paid (For winning bidder)	8. Accept the copy of the Official Receipt and attached in the disposal documents	None	3 minutes	Staff
8.1 None	8.1 Prepare the Abstract of Bids and Forward to the Committee for signature	None	20 minutes	Staff
8.2 None	8.2 Prepare the Notice of Award and Forward to the Head of Agency for signature	None	10 minutes	Staff
8.3 None	8.1 Inform the winning bidder to sign the Notice of Award	None	5 minutes	Staff
9. Pay the amount of the total bid price ( For winning bidder)	9. Furnish the Cashier Office a copy of the Notice of Award to	Total bid price	3 minutes	Staff



	determine the amount to pay.			
10. Submit the original copy of the Official Receipt and Photocopy of a Valid ID ( For winning bidder)	10. Prepare the Contract of Sale of the Disposal.	None	20 minutes	Supply Officer / Staff
10.1 None	10.1 Forward to Head of Agency for signature as seller and to the winning bidder as buyer.	None	5 minutes	Staff
10.2 None	10.2 Have it notarize by the legal office or any authorize notary public.	None	20 minutes	Staff
10.3 None	10.3 Release the unserviceable properties and waste materials.	None	1 hour	Supply Officer
10.4 None	10.4 Finalize the complete documents of the Disposal.	None	30 minutes	Staff
10.5 None	10.5 Review the completeness of the documents of Disposal.	None	20 minutes	Supply Officer
10. None	10.6 Submit the Disposal Report to Accounting	None	10 minutes	Supply Officer





	Office and COA Office.			
11. Submit Letter and Original Official Receipt ( For winning bidder)	11. Receive the letter and the Official Receipt.	None	3 minutes	Staff
11.1 None	11.1 Recommend the letter for the refund and forward to the Committee Chair., for approval.	None	5 minutes	Supply Officer / Staff
11.2 None	11.2 Prepare , Review and Sign the Disbursement Voucher for the refund.	None	20 minutes	Supply Officer / Staff
11.3 None	11.3 Forward to Accounting Office.	None	5 minutes	Staff
<b>TOTAL</b>				
<p>Note: For Bulk Purchase transactions there's no need to attached RIS/ ICS in preparation of Disbursement Voucher because it will be attach in the Report of Supplies and Materials Issued submitted every month in Accounting Office.</p>				

## V. FEEDBACK AND COMPLAINTS

<b>FEED BACK AND COMPLAINTS MECHANISM</b>	
How to Send feedback	Send your feedback through email at <a href="mailto:bu_legaloffice@bicol-u.edu.ph">bu_legaloffice@bicol-u.edu.ph</a>
	Fill out Client Feedback Forms which can be obtained from the frontline desk officer at the Public Assistance and Complaint Desk (PACD). Drop the accomplished Feedback Form in the designated suggestion box within the entrance of the Office.
How Feedback is processed	Feedback is gathered and processed by the respective colleges/campuses/units including offices. A report of Customer Feedback is prepared to documents action plans and monitor actions taken.
How to file a complaint	Accomplish the Client Complaint Form and drop it at the designated drop box at the Public Assistance and Complaint Desk (PACD) of the respective college/campus/units.
How complaint is processed	Complaints received, whether verbal or written shall be referred/forwarded to the concerned Head of Office who shall act on the complaint and updates the client of the actions.
Contact Information	Legal Office: <a href="mailto:bu_legaloffice@bicol-u.edu.ph">bu_legaloffice@bicol-u.edu.ph</a>  Office of the President: <a href="mailto:op@bicol-u.edu.ph">op@bicol-u.edu.ph</a>



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## VI. LIST OF OFFICES

Office	Address	Contact Information
<b>Office of the President</b>		
Office of the President	2 <sup>nd</sup> Floor, Ricardo A. Arcilla Building, Bicol University, Rizal St., Legazpi City	(052) 480-0167; ammascarinas@bicol-u.edu.ph bupresident@bicol-u.edu.ph op@bicol-u.edu.ph
Presidential Management Staff Office (PMSO)	2 <sup>nd</sup> Floor, Ricardo A. Arcilla Building, Bicol University, Rizal St., Legazpi City	(052) 480-0167; reinahabalo@bicol-u.edu.ph
University and Board Secretary (UBS)	2 <sup>nd</sup> Floor, Ricardo A. Arcilla Building, Bicol University, Rizal St., Legazpi City	(052) 480-0181; norlypreyes@gmail.com
Legal Affairs Office	2 <sup>nd</sup> Floor, Ricardo A. Arcilla Building, Bicol University, Rizal St., Legazpi City	(052) 480-5464; bu-legaloffice@bicol-u.edu.ph
International Relations Office (IRO)	2 <sup>nd</sup> Floor, Ricardo A. Arcilla Building, Bicol University, Rizal St., Legazpi City	(052) 481-1389; internationalrelationsoffice@bicol-u.edu.ph
Communication and Public Relations Office (CPRO)	2 <sup>nd</sup> Floor, Ricardo A. Arcilla Building, Bicol University, Rizal St., Legazpi City	renelynbautista428@yahoo.com bu-cpro@bicol-u.edu.ph thebuzzette@bicol-u.edu.ph
Internal Audit Service (IAS)	3 <sup>rd</sup> Floor, Ricardo A. Arcilla Building, Bicol University, Rizal St., Legazpi City	(052) 480-1898; cyrus_bu.14@yahoo.com
Alumni Relations Office (ARO)	Bicol University Main Campus, Rizal St., Legazpi City	<b><u>cjcipcon@bicol-u.edu.ph</u></b> ;



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		bualumnirelations@bicol-u.edu.ph
Information and Communication Technology Office (ICTO)	BU College of Science Building 1, Rizal St., Legazpi City	(052) 480-0973; <a href="mailto:bu-icto@bicol-u.edu.ph">bu-icto@bicol-u.edu.ph</a>
<b>Office of the Vice President for Administration and Finance (OVPAF)</b>		
Office of the Vice President for Administration and Finance	2 <sup>nd</sup> Floor, Ricardo A. Arcilla Building, Bicol University, Rizal St., Legazpi City	(052) 480-0176; <a href="mailto:bu-vpa@bicol-u.edu.ph">bu-vpa@bicol-u.edu.ph</a>
Administrative Services	1 <sup>st</sup> Floor, Ricardo A. Arcilla Building, Bicol University, Rizal St., Legazpi City	(052) 480-0182; <a href="mailto:norlypreyes@gmail.com">norlypreyes@gmail.com</a>
Human Resource Management and Development Office (HRMDO)	1 <sup>st</sup> Floor, Ricardo A. Arcilla Building, Bicol University, Rizal St., Legazpi City	0919-000-4921; <a href="mailto:bu-hrmdo@bicol-u.edu.ph">bu-hrmdo@bicol-u.edu.ph</a>
Supply and Property Management Office (SPMO)	1 <sup>st</sup> Floor, PDMO Building, Bicol University Main Campus, Rizal St., Legazpi City	(052) 480-0451; <a href="mailto:university-supply@bicol-u.edu.ph">university-supply@bicol-u.edu.ph</a>
Motorpool Service Office (MSO)	1 <sup>st</sup> Floor, Ricardo A. Arcilla Building, Bicol University, Rizal St., Legazpi City	052) 480-0182
Procurement Management Office (PrMO)	2 <sup>nd</sup> Floor, Aquilino P. Bonto Building, Bicol University, Rizal St., Legazpi City	(052) 742-5922; <a href="mailto:bu-prmo@bicol-u.edu.ph">bu-prmo@bicol-u.edu.ph</a>
Financial Management Division (FMD)	1 <sup>st</sup> Floor, Ricardo A. Arcilla Building, Bicol University, Rizal St., Legazpi City	(052) 480-7973; <a href="mailto:loydpcasais_lpc@yahoo.com">loydpcasais_lpc@yahoo.com</a>
Budget Office (BO)	1 <sup>st</sup> Floor, Ricardo A. Arcilla Building, Bicol University, Rizal St., Legazpi City	(052) 480-0580; <a href="mailto:bu-budget@bicol-u.edu.ph">bu-budget@bicol-u.edu.ph</a> <a href="mailto:botincrisanta@yahoo.com">botincrisanta@yahoo.com</a>



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Accounting Office (AO)	1 <sup>st</sup> Floor, Ricardo A. Arcilla Building, Bicol University, Rizal St., Legazpi City	(052) 480-7973; <a href="mailto:josephlopera0329@yahoo.com">josephlopera0329@yahoo.com</a> ; <a href="mailto:bu-accounting@bicol-u.edu.ph">bu-accounting@bicol-u.edu.ph</a>
Cashier's Office (CO)	1 <sup>st</sup> Floor, Ricardo A. Arcilla Building, Bicol University, Rizal St., Legazpi City	(052) 480-0498; <a href="mailto:bu-cashier@bicol-u.edu.ph">bu-cashier@bicol-u.edu.ph</a>
BAC Secretariat Office	2 <sup>nd</sup> Floor, Aquilino P. Bonto Building, Bicol University, Rizal St., Legazpi City	(052) 480-3264; <a href="mailto:mjborres@bicol-u.edu.ph">mjborres@bicol-u.edu.ph</a>
Security Services Office	Bicol University Main Campus, Rizal St., Legazpi City	0955-996-2466; <a href="mailto:rsgonzales@bicol-u.edu.ph">rsgonzales@bicol-u.edu.ph</a>
General Services Office	Bicol University Main Campus, Rizal St., Legazpi City	<a href="mailto:joopena02@bicol-u.edu.ph">joopena02@bicol-u.edu.ph</a>
<b>Office of the Vice President for Academic Affairs (OVPA)</b>		
Office of the VP for Academic Affairs	2 <sup>nd</sup> Floor, Ricardo A. Arcilla Building, Bicol University, Rizal St., Legazpi City	(052) 480-0179; <a href="mailto:bu-vpaa@bicol-u.edu.ph">bu-vpaa@bicol-u.edu.ph</a>
Internal Quality Assurance Office (IQAO)	BU Student Union Center, Building, Legazpi City	(052) 480-0179; <a href="mailto:bu-iqao@bicol-u.edu.ph">bu-iqao@bicol-u.edu.ph</a>
Admission Office	Gate 4, Bicol University, Daraga, Albay	(052) 483-0719; <a href="mailto:bu-admission@bicol-u.edu.ph">bu-admission@bicol-u.edu.ph</a>
University Registrar's Office (URO)	Gate 4, Bicol University, Daraga, Albay	(052) 480-0757, (052) 742-6477; <a href="mailto:bu-uro@bicol-u.edu.ph">bu-uro@bicol-u.edu.ph</a>
Office of Students Affairs and Services (OSAS)	BU Student Union Center, Building, Legazpi City	(052) 480-0373; <a href="mailto:bu-osas@bicol-u.edu.ph">bu-osas@bicol-u.edu.ph</a>
University Library Service (LS)	Gate 4, Bicol University, Daraga, Albay	(052) 481-7481; <a href="mailto:bu-library@bicol-u.edu.ph">bu-library@bicol-u.edu.ph</a>



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Publication and Knowledge Management Division	BU East Campus, Legazpi City	bjbbalilo@bicol-u.edu.ph
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Center for Technology Commercialization and Enterprises (CTCED)	BU East Campus, Legazpi City	(052) 742-2587; <a href="mailto:ammalini@bicol-u.edu.ph">ammalini@bicol-u.edu.ph</a>
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Center for Gender and Development	BU East Campus, Legazpi City	<a href="mailto:noelrafer@yahoo.com">noelrafer@yahoo.com</a> ; <a href="mailto:bucgad@bicol-u.edu.ph">bucgad@bicol-u.edu.ph</a>



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Regional Center for Science and Mathematics Education (RCSMED)	BU East Campus, Legazpi City	(052) 742-2707
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<b>Academic Deans and Directors</b>		
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College of Social Science and Philosophy	Daraga, Albay	<a href="mailto:abnepomuceno@bicol-u.edu.ph">abnepomuceno@bicol-u.edu.ph</a>



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Tabaco Campus	Tabaco City, Albay	(052) 487-5247 (052) 257-7090 (052) 830-0012; <a href="mailto:butc-dean@bicol-u.edu.ph">butc-dean@bicol-u.edu.ph</a>
Gubat Campus	Gubat, Sorsogon	(056)311-1145; <a href="mailto:rriadie@bicol-u.edu.ph">rriadie@bicol-u.edu.ph</a> <a href="mailto:bugc-dean@bicol-u.edu.ph">bugc-dean@bicol-u.edu.ph</a>
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