



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

## CITIZEN'S CHARTER

# Office of the Registrar

### ENROLLMENT/STUDENT ADMISSION

The enrollment system of SDSSU-Cagwait Campus is a ***one stop shop*** which can be availed

Schedule of Availability of service:

Monday to Friday

8:00 a.m – 5:00 p.m. No Noon Break

Who can avail of the service?

- High School Graduate (incoming freshmen), transferee and old students.

What are the **Requirements:**

***For incoming freshmen:***

- Entrance exam result
- F138 ( HS report card)
- Cert. of Good Moral Standing
- Medical Certificate from a Gov't. Physician
- Photocopy of Authenticated Birth Cert. (NSO)
- 1 pc. Long brown envelop

***For Transferees :***

- Entrance exam result
- Honorable Dismissal
- Informative Copy of TOR
- Medical Certificate from a Gov't. Physician
- Photocopy of Authenticated Birth Cert. (NSO)
- 1 pc. Long brown envelop

***For Old Students:***

- Prospectus with  
evaluated grades

**Schedule of availability of service:**

**During enrollment period  
Monday to Friday (except holiday)  
8:00 am to 5:00 pm (no noon break)**

**How to avail the service**

<b>Steps</b>	<b>Clients</b>	<b>Service Provider</b>	<b>Duration of the activity</b>	<b>Person in-charge</b>	<b>Fees</b>
1	Go to the office of the Dean of Instruction and get the result of entrance examination.	The DOI will interview & Advice the enrollee of what course he/she will enroll before the release of the entrance examination result.	2 minutes	Silvrio T. Aguhob	None
2	Bring the result of entrance exam and enclosed all the requirements in a long brown envelop and hand it over to the registrar	The Registrar received and evaluated the credential handed by the student, conduct a brief interview, encoded his/her data in the system, then issue Temporary Certificate of Registration.	3 minutes	Lynnet A. Sarvida	None
3	Proceed to the Office of the Colleting Officer to pay the initial payment.	The collecting officer received the Issued Temporary Cert. of Registration, Assess, Received the payment and issue O.R.	3 minutes	Eva G. Lumactod	None
4	Proceed to the Office of the Student Affairs for ID processing	The Head of OSAS issue a form for student fill –up.	4 minutes	Crizalde R. Malaque	None
5	Go back to the Registrar for the final print out of Cert. of Registrar (COR).	Received the Assessed Temporary COR, affix the signature of the student and the Registrar with a mark of officially enrolled.	2 minutes	Lynnet A. Sarvida	None

# RELEASING OF STUDENT'S CREDENTIALS

All bona fide students and graduates can secure a copy of their Credentials (TOR, Cert. Diploma), *for evaluation and employment purposes.*

If requirements are complete, TOR will be released in 3 working

## Who can avail of the services:

- Bona fide college students
- Graduates

## Requirements:

- Duly accomplished request document form
- Official Receipt ( payment)
- 3 pcs documentary stamps
- 1pc. 2x2 id picture with nametag

## Schedule of the availability of the service:

- Monday to Friday (except on holiday)
- 8:00 am to 5:00 pm (no noon break)

## Fees: TOR 100.00/page

Hon. Dismissal 110.00

Certification 60.00

Authentication 30.00/page

## How to avail of the services:

Steps	Clients	Service Provider	Duration of the activity	Person in-charge
2	Get the request document form at the registrar's office	Form received. Check the boxes of the form and hand it to the requestor for fill up.	2 minutes	Lynnet A. Sarvida
	Go to the cashier's office for the payment	Received the accomplished form, issue Official Receipt Signed the form below bearing her name printed, Indicate the OR no. and the date issued. Give back to the requestor.	2 minutes	Eva G. Lumactod
3	See the concern person's for the signing of clearance as seen in the form.	The Librarian, Adviser, Head of OSAS will affix their signatures.( If the student has no school obligation)	3 minutes	Yolanda Sanchez Matronelio Arreza Crisalde Malaque
4	Go back to the Registrar's office for the approval	Checked the form received, cut and give the claim stub to the requestor. He/she can get the TOR 3 days from the date of filing	1 minute	Lynnet A. Sarvida
5	Received the TOR	Received the claim stub, affix signature of the student in the release book	1 minute	Lynnet A. Sarvida



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## **CITIZEN'S CHARTER**

### ***OFFICE OF THE COLLECTING OFFICER***

#### **ISSUANCE OF OFFICIAL RECEIPTS**

The Office issue Official Receipt for payment of fees in all kinds of financial/business transactions with the College: Entrance exam, tuition and other school fees, TOR, certification, use of library and rental facilities etc.

#### **Who can avail the services:**

- Students
- Graduates
- Employees
- Other clients

#### **Requirements:**

- School ID (for students)
- Print-out COR (for tuition)
- Request form from the Registrar ( for School Credentials)
- Approved statement of account/billing ( for rental services)

#### **Schedule of Availability of service:**

Monday to Friday (except holiday)  
8:00 am -5:00 pm ( no noon break)

**How to avail of the service:**

Steps	Clients	Service Provider	Duration of the activity	Person in-charge	Fees
1	<b>(Enrolment Period)</b> Hand in the temporary-COR to the collecting officer for Assessment and payment of entrance fee	Assess and received payments an issue Official Receipts	3 minutes	Eva G. Lumactod	1,000.00
	<b>(Examination Period)</b> Present the Certificate of Registration (COR)	Checked the student ID/COR, received the payment and issue Official Receipt	2 minutes	Eva G. Lumactod	
	<b>(Request of School Credentials)</b> Hand in the accomplished request form issued by the Registrar	Get the request form, received payment and issue official receipt	2 minutes	Eva G. Lumactod	
	<b>(For other payments)</b> Hand in the issued Order of payment/billing statement.	Get the order payment/billing statement, received the payment and issue official receipt.	2 minutes	Eva G. Lumactod	
2	Received the original copy of Official Receipt.	Duplicate copy of Official Receipts filed.			



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## CITIZEN'S CHARTER

# Office of the Supply Officer

### ISSUANCE OF SUPPLIES, MATERIALS AND EQUIPMENTS

The Supply Office takes charge in the issuance of necessary office equipment and supplies of the college and shall issue such to the faculty,

Who can avail of the service?

- Faculty members
- Administrator
- Staff

Requirement:

Approved Purchase request

***Schedule of availability of service:  
 Monday to Friday (except holiday)  
 8:00 am to 5:00 pm (no noon break)***

#### ***How to avail the service***

Steps	Clients	Service Provider	Duration of the activity	Person in-charge	Fees
1	Proceed to the supply office to get the requested supplies and materials	Check availability of the request .If available, Issue the supplies/equipment. If not available advise personnel to fill up purchase request.	10 minutes	Isagani R. Honoridez	None
2	If available, check the specification, quantity and quality of requested supplies and or equipment; sign the Issuance slip to indicate the receipt of the supplies in good condition.	Issue requested supplies and materials  Have the issuance slip signed	20 minutes	Isagani R. Honoridez	None
3	Received the supplies/equipment	Record receipt and file the issuance slip	30 minutes	Isagani R. Honoridez	None



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## **CITIZEN'S CHARTER**

### **OFFICE OF THE DEAN OF INSTRUCTION**

#### **SIGNING OF FACULTY CLEARANCE**

All regular & Contractual can arrange their subject to be handled and the requirements to be submitted. If the requirements are completed clearance will be signed within 3 minutes.

#### **Who can avail the services:**

- All regular faculty members
- All contractual faculty members

#### **Requirements:**

- Syllabus of subject handled
- Examination Questionnaire
- Submit Grade Sheets
- Submit answered blue book
- Submit signed attendance sheets
- Evidence of exam returned
- Evidence of test questionnaire distributed

#### **Schedule of availability of service:**

Monday to Friday (except holiday)  
8:00 am -5:00 pm ( no noon break)

#### **How to avail of the service:**

Steps	Clients	Service Provider	Duration of the activity	Person in-charge	Fees
1	Read from the bulletin board for the start of the class	Post information on the bulletin board the specified date of report		<b>Silverio T. Aguhob</b> DOI	None
2	Inquire at the said office	Presents the Class Program for faculty to know his/her schedules & number of subjects handled.	5 minutes	<b>Silverio T. Aguhob</b> DOI	None
3	Make Syllabus of the subject handled	Check the syllabus and segregates the file, one copy for faculty, 1 for DOI.	2 days	<b>Silverio T. Aguhob</b> DOI	None
4	Bring syllabus & start conducting class	Sit in for class observation.	1hr for every subject 1 day	<b>Silverio T. Aguhob</b> DOI	None

5	Report the actual number of students enrolled in the class	Make faculty workload for every faculty, entry the number of students enrolled in the class		<b>Silverio T. Aguhob</b> DOI	None
6	Submit questionnaires, TOS & other requirement	Check and Signed questionnaires ready for exam.	5 minutes	<b>Silverio T. Aguhob</b> DOI	None
7	Conduct Exams	Collect & file evidence of exam conducted.	10 minutes	<b>Silverio T. Aguhob</b> DOI	None
8	Bring Semester – end clearance	Review all the requirements submitted, if complete signed the clearance	3 minutes	<b>Silverio T. Aguhob</b> DOI	None





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## CITIZEN'S CHARTER

# Office of the College Library

### LIBRARY SERVICES TO STUDENTS

All freshmen and transferees are required to submit two (2) 1x1 ID picture

Who can avail of the service:

- Old and new Students
- Faculty members
- Administrator
- Staff

What are the Requirements:

- Certificate of Registration (COR)
- 1x1 ID picture

Duration: 13 minutes

#### *Schedule of availability of service:*

**Monday to Friday (except holiday)  
 8:00 am to 5:00 pm (no noon break)**

#### How to avail the service

Steps	Clients	Service Provider	Duration of the activity	Person in-charge	Fees
1	Submit the Cert. of Registration (COR) and 1x1 ID picture	Received COR and the ID picture, Issue Student Data form	2 minutes	Yolanda O. Sanchez Leditha C. Aguhob	None
2	Fill up the Library Form	Received and encode data of student	5 minutes	Yolanda O. Sanchez Leditha C. Aguhob	None
3	Affix signature in the card	Attach the IP picture, laminate and release the card to the student	5 minutes	Yolanda O. Sanchez Leditha C. Aguhob	None
4	Receive the Library Card and sign the logbook upon receipt	Have the release logbook signed by the student and file at the ID filling card.	1 minute	Yolanda O. Sanchez Leditha C. Aguhob	None

5	Borrow books and other reference materials needed.	Signed borrower's slip.	1 minute	Yolanda O. Sanchez Leditha C. Aguhob	None
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## CITIZEN'S CHARTER

### Office of the Human Resource Management Assistant

#### ISSUANCE OF SERVICE RECORDS

**All government employees whether presently employed, retired or separated from service needs service record especially in claiming**

Who can avail of the service:

**-SDSSU employees (active or separated from service)**

Requirement:

**-Official Receipt in payment for Service Fee**

**Fees: Certification Fee of P60.00**

***Schedule of availability of service:***

***Monday to Friday (except holiday)  
 8:00 am to 5:00 pm (no noon break)***

***How to avail the service***

Steps	Clients	Service Provider	Duration of the activity	Person in-charge	Fees
1	Go to the collecting office and pay the amount of P60.00	Received payment and issue Official Receipt	3 minutes	Eva G. Lumactod	None
2	Hand in the O.R. to the HRMA for recording of O.R. No. in the service record	Received Official receipt and record number in the service record. Review, print and affix signature	3 minutes	Lynnet A. Sarvida	None
3	Submit the printed service record	Received the printed Service record, review and affix signatures	5 minutes	Lynnet A. Sarvida	None
4	Received the Service Record in two copies	Issue Service Record Record released documents at the logbook with signature of the client	2 minutes	Lynnet A. Sarvida	None



