



CITIZEN'S CHARTER

2024 (3rd Edition)





"For Nation's Greater Heights"

SURIGAO DEL NORTE STATE UNIVERSITY

CITIZEN'S CHARTER

2024 (3rd Edition)



"For Nation's Greater Heights"

I. Mandate:

The Surigao del Norte State University, hereinafter referred to as SNSU is a chartered state institution created for the purpose of providing advanced education, higher technological, professional instruction and training in the fields of agriculture and environmental studies, fishery, engineering, forestry, industrial technology, education, law, medicine, and other health-related programs, information technology, arts and sciences, and other related courses. It shall undertake research and extension services and provide progressive leadership in its areas of specialization.

II. Vision:

A leading industry-driven State University.

III. Mission:

To provide quality and inclusive education; establish industry and business innovation infrastructures; develop environmental initiatives; promote peace, justice and transformational leadership; and build strong and dynamic partnership with stakeholders.

IV. Service Pledge:

We commit to:

- Provide quality instruction.
- Develop researches that will address societal needs.
- Conduct relevant extension services.
- Increase productivity level of income generating project of the university
- Practice professionalism in dealing with clients.

V. Quality Policy

SNSU provides quality instruction, research, extension, and production services to satisfy its customers by responding to their needs and expectations and continually improving its quality management system.

VI. Core Values

- Integrity, Competence, Respect



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LIST OF SERVICES

Page No.

Accounting Office

External Services

- | | |
|---|---|
| 1. Assessment of School Fees | 2 |
| 2. Balance Inquiry of Student School Fees | 3 |

Internal Services

- | | |
|-------------------------|---|
| 1. Request for Pay Slip | 5 |
|-------------------------|---|

Bids and Awards

External Services

- | | |
|----------------------------------|---|
| 1. Issuance of Bidding Documents | 7 |
|----------------------------------|---|

Cashier's Office

External Services

- | | |
|---|----|
| 1. Releasing of Checks/Cash (Students/Suppliers) | 9 |
| 2. Receiving of Payments and Issuance of Examination Permit | 10 |
| 3. Receiving of Payments | 11 |

Internal Services

- | | |
|--|----|
| 1. Releasing of Checks/Cash (SNSU Employees) | 13 |
|--|----|

Clinic (Health Services)

External Services

- | | |
|---|----|
| 1. Health Examination for New Enrollees and Transferees | 15 |
| 2. Consultation and Issuance of Medicine (Students) | 16 |
| 3. Virtual Medical/Dental Consultation | 17 |

Internal Services

- | | |
|--|----|
| 1. Consultation and Issuance of Medicine (Employees) | 19 |
| 2. Virtual Medical/Dental Consultation (Employees) | 20 |

Guidance and Counseling Office

External Services

- | | |
|---|----|
| 1. Releasing of Good Moral Certificate | 22 |
| 2. Conduct of Admission Test/Entrance Examination (College) | 23 |
| 3. Conduct of Admission Test (Teacher Curriculum Certificate) | 25 |
| 4. Conduct of Admission Test (Graduate School) | 26 |
| 5. Counseling Services | 27 |



"For Nation's Greater Heights"

LIST OF SERVICES

Page No.

Human Resource Management Office

External Service

- | | |
|------------------------------------|----|
| 1. Receiving of Application Papers | 30 |
|------------------------------------|----|

Internal Services

- | | |
|--|----|
| 1. Processing of Application for Leave | 33 |
| 2. Processing of Authority to Travel | 35 |
| 3. Processing of Certificate of Employment | 37 |
| 4. Processing of Service Record | 38 |

Income and Resource Generating Office

External Services

- | | |
|---|----|
| 1. Releasing of School & P.E. Uniforms | 40 |
| 2. Purchase of Meals and Snacks at Canteen | 41 |
| 3. Application for Room Rental in the School Dormitory (Del Carmen/Malimono Campus) | 42 |

Library

External Services

- | | |
|--|----|
| 1. Releasing of Books for Overnight Use | 44 |
| 2. Loaning of Books for Inside Reading (Reserve/Periodicals/Research Sections) | 45 |
| 3. Loaning of Books/Periodicals for Photocopy Use | 46 |
| 4. Library Virtual Reference Assistance (Main Campus) | 47 |

Office the Registrar

External Services

- | | |
|--|----|
| 1. Processing of Request for Transcript of Records (TOR) and Diploma | 49 |
| 2. Processing of Request for Authentication and Certification | 51 |
| 3. Student Registration (Old Students) | 52 |
| 4. Student Registration (New Students/Transferees) | 53 |
| 5. Student Clearance Processing | 54 |

Placement Services Office

External Services

- | | |
|---|----|
| 1. Releasing of Pertinent Documents for OJT | 56 |
|---|----|



"For Nation's Greater Heights"

LIST OF SERVICES

Student Affairs Office

External Services

- | | Page No. |
|--|----------|
| 1. Student ID Validation | 58 |
| 2. Handling of Complaints Against Students/Faculty | 60 |

Student Financial Assistance Unit

External Services

- | | |
|--|----|
| 1. Institutional Scholarship Assistance and External Scholarship | 63 |
|--|----|

Supply Office

Internal Services

- | | |
|------------------------|----|
| 1. Procurement Process | 66 |
|------------------------|----|

Feedback and Complaints Mechanism

- | | |
|-----------------|----|
| List of Offices | 68 |
|-----------------|----|

69



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ACCOUNTING OFFICE

External Services



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1. Assessment of School Fees

Provides financial information regarding the Total School Fees of the Students

Office or Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen			
Who may avail:	SNSU students (undergraduate and graduate)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School ID		Student Affairs Office		
Assessment noted by SFAU (for scholars' certification)		Student Financial Assistance Unit		
Official Receipt		Cashier		
Pre-Registration Form		Accounting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present pre-registration; form <i>(for old students: attach clearance from previous semester)</i>	1. Assess school fees.	Php 10.00 (for re-issuance of clearance only)	3 minutes	<i>Student Account Clerk</i> Accounting Office
2. Receive Assessment Form	2. Release printed assessment form with initial.	None	1 minute	<i>Student Account Clerk</i> Accounting Office
Total		Php 10.00 (for re-issuance of clearance only)	4 minutes	



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2. Balance Inquiry of Student's School Fees

Provides financial information regarding the Balance of Students' School Fees.

Office or Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen			
Who may avail:	SNSU students (undergraduate and graduate)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School ID		Student Affairs Office		
Assessment noted by SFAU (for scholars' certification)		Student Financial Assistance Unit		
Official Receipt		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquires balance	1.1 Checks student's ledger and issues counter signed-balance 1.2 Directs students to the cashier for payment.	None	5 minutes	<i>Student Account Clerk</i> Accounting Office
2. Pay to the cashier	2. Issues official receipt	As stated in the ledger	4 minutes	<i>Cashier</i> Cashier's Office
3. Present official receipt and receive the permit	3. Release the permit	None	1 minute	<i>Student Account Clerk</i> Accounting Office
Total		As stated in the ledger	10 minutes	



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ACCOUNTING OFFICE

Internal Services



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1. Request for Pay Slip

Pay slips are given to employees as proof of their salaries and deductions in a month.

Office or Division:		Accounting Office		
Classification:		Simple		
Type of Transaction:		Government-to-Government		
Who may avail:		SNSU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip Form		Accounting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request/Ask pay slip	1. Retrieve the pay slip from file	None	2 minutes	<i>Accounting Staff</i> Accounting Office
2. Receive Pay Slip	2. Release the pay slip	None	1 minute	<i>Accounting Staff</i> Accounting Office
Total		None	3 minutes	



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BIDS and AWARDS COMMITTEE

External Services



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1. Issuance of Bidding Documents

Prospective bidders who intend to join the public bidding must secure the bidding documents from the BAC secretariat.
Applicable cost of bidding documents shall be paid as specified in RA 9184.

Office or Division:	Bids and Awards Committee			
Classification:	Simple			
Type of Transaction:	Government-to-Business			
Who may avail:	Suppliers / Contractors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
PCAB		Company		
Secretary Certificate / Special Power of Attorney		Company		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. <u>Infrastructure</u> Present a copy of PCAB and Secretary's Certificate/ Special Power of Atty. <u>Goods</u> Present Special Power of Attorney (SPA).	1. The BAC Secretariat will issue the order of payment.	500,000.00 and below - 500.00 More than 500,000 up to 1 million - 1,000.00 More than 1 million up to 5 million - 5,000.00 More than 5 million up to 10 million - 10,000.00 More than 10 million up to 50 million - 25,000.00 More than 50 million up to 500 million - 50,000.00 More than 500 million - 75,000.00	5 minutes	BAC Secretariat Bids and Awards Committee
2. Proceed to the Cashier's Office for payment of Bidding Documents.	2. Issue official receipt	Cost of Bidding Documents (see rates above)	6 minutes	Collecting Officer Cashier's Office
3. Present the official receipt to the BAC Secretariat and receive the Bidding Documents.	3. The BAC Secretariat will issue the Bidding Documents.	None	5 minutes	BAC Secretariat Bids and Awards Committee
Total		see rates above	16 minutes	



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CASHIER OFFICE

(External Services)



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1. Releasing of Checks/Cash (Students/Other External Clients)

The process of releasing checks or cash to students and other external clients.

Office or Division:	Cashier's Office			
Classification:	Simple			
wType of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Students/Outside Clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School Identification Card for Students or		Students Affairs Office		
Any valid ID for other clients/Authorization				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents valid ID / Authority to transact business in behalf of the company	1.1 Requires clients to sign in the logbook and Disbursement Voucher (Received payment).	None	5 minutes	<i>Cashier/Clerk</i> Cashier's Office
2. Receives checks/money	2. Counts money before releasing.	None	2 minutes	<i>Cashier/Clerk</i> Cashier's Office
Total		None	7 minutes	



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2. Receiving of Payments and Issuance of Examination Permit

The process of receiving payments of outstanding balance and issuance of examination permit.

Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School Identification Card for Students or		Students Affairs Office		
Any valid ID for other clients/Authorization				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents School ID / Certificate of Registration / Old Official Receipts / countersigned balance slip	1. Issues/Releases Official Receipt	as stated in the balance slip	5 minutes	Collecting Officer Cashier's Office
2. Receives Exam Permit	2. Release exam permit	None	1 minute	Collecting Officer Cashier's Office
Total		As stated in the balance slip	6 minutes	



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3. Receiving of Payments

Processing of payment for various office services.

Office or Division:		Cashier's Office		
Classification:		Simple		
Type of Transaction:		Government-to-Citizen (G2C)		
Who may avail:		Students/SNSU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payment Slip		Office where document is requested		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present payment slip to the cashier	1. Receive payment and prepare official receipt	as stated in the order of payment	5 minutes	<i>Collecting Officer</i> Cashier's Office
2. Receive official receipt	2. Release official receipt	None	1 minute	<i>Collecting Officer</i> Cashier's Office
Total		as stated in the order of payment	6 minutes	



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CASHIER'S OFFICE

Internal Services



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1. Releasing of Checks/Cash (SNSU Employees)

The process of releasing checks or cash to SNSU employees.

Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	SNSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School Identification Card for Students or		Students Affairs Office		
Any valid ID for other clients/Authorization				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents valid ID	1.1 Requires employee to sign in the logbook and Disbursement Voucher (Received payment). 1.2 Requires employee to sign in the payroll.	None	5 minutes	<i>Cashier/Clerk</i> Cashier's Office
2. Receives checks / money	2. Counts money before releasing.	None	2 minutes	<i>Cashier/Clerk</i> Cashier's Office
Total		None	7 minutes	



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CLINIC

External Services



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1. Health Examination for New Enrollees and Transferees

All new enrollees and transferees are required to undergo health examination as part of the requirements for college admission.

Office or Division:	Clinic			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Incoming Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Pre-registration form		Dean's office		
Individual Enrolment Health Exam Form		Clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits duly accomplished pre-registration form.	1.1 Checks pre-registration form 1.2 Take Vital Signs.	None	7 minutes	<i>Physician/Nurse</i> Clinic Office
2. Fill-out Logbook and Enrolment Health Exam Form	2. Keep Individual Enrolment Health Exam Form	None	3 minutes	<i>Clinic Staff</i> Clinic Office
Total		None	10 minutes	



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2. Consultation and Issuance of Medicine

Medical consultation is being rendered at the Clinic for officially enrolled students. Additionally, complimentary medicine is provided, if available.

Office or Division:	Clinic			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Officially enrolled Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School ID		Student Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Seek Medical / Dental consultation; Fill up logbook	1. Assess and examine patient and prescribe medications as necessary	None	15 minutes	<i>Physician/Dentist/Nurse</i> Clinic Office
2. Avails of available complimentary medicines and write in Logbook.	2. Do health teaching	None	2 minutes	<i>Nurse / Clinic Staff</i> Clinic Office
Total		None	17 minutes	



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3. Virtual Medical/Dental Consultation

Virtual consultation is being rendered at the Clinic for officially enrolled SNSU students.

Office or Division:	Clinic			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Officially enrolled Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School ID		Student Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Book an appointment with Physician or Dentist by sending email to ssctcollegeclinic@gmail.com or send a direct message to SNSU College Clinic Facebook page.	1. Set an appointment for online consultation. Inform client of the date and time of online consultation	None	1 minute	<i>Physician/Dentist/Nurse</i> Clinic Office
2. Avail online consultation on the set appointment.	2. Conduct online consultation.	None	15 minutes	<i>Physician/Dentist</i> Clinic Office
Total		None	16 minutes	



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CLINIC

Internal Services



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1. Consultation and Issuance of Medicine (SNSU Employees)

Medical consultation is being rendered at the Clinic for active SNSU employees. Additionally, complimentary medicine is provided, if available.

Office or Division:	Clinic			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	SNSU Active Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Employee ID		Student Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Seek Medical / Dental consultation; Fill up logbook	1. Assess and examine patient and prescribe medications as necessary	None	15 minutes	<i>Physician/Dentist/Nurse</i> Clinic Office
2. Avails of available complimentary medicines and write in Logbook.	2. Do health teaching	None	2 minutes	<i>Nurse / Clinic Staff</i> Clinic Office
Total		None	17 minutes	



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2. Virtual Medical/Dental Consultation

Virtual consultation is being rendered at the Clinic for active SNSU employees.

Office or Division:	Clinic			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	SNSU Active Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Employee ID		Student Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Book an appointment with Physician or Dentist by sending email to ssctcollegeclinic@gmail.com or send a direct message to SNSU College Clinic Facebook page.	1. Set an appointment for online consultation. Inform client of the date and time of online consultation	None	1 minute	<i>Physician/Dentist/Nurse</i> Clinic Office
2. Avail online consultation on the set appointment.	2. Conduct online consultation.	None	15 minutes	<i>Physician/Dentist</i> Clinic Office
Total		None	16 minutes	



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GUIDANCE AND COUNSELING OFFICE

External Services



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1. Releasing of Good Moral Certificate

Releasing of Good Moral Certificate for purposes of complying with the requirements for Employment, Board Exam, Abroad or other related purposes.

Office or Division:	Guidance and Counseling Office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen			
Who may avail:	Students/Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip		Guidance and Counseling Office		
Official Receipt		Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request slip	1.1 Check the request slip for completeness of information. 1.2 Instruct client to pay at the cashier	None	1 minute	Guidance Staff Guidance & Counseling Office
2. Present the request slip to the cashier.	2. Issue official receipt.	Php 30.00	2 minutes	Cashier Staff Cashier's Office
3. Present official receipt to the Guidance Office	3. Prepare and issue the certificate	None	3 minutes	Guidance Counselor Guidance & Counseling Office
4. Receive the certificate of good moral character	4. Record in the logbook.	None	3 minutes	Guidance Staff Guidance & Counseling Office
Total		Php 30.00	9 minutes	



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2. Conduct of Admission Test/ Entrance Examination (College)

This service manages admission schedules and testing venues for incoming college 1st Year or transferees.

Office or Division:	Guidance and Counseling Office			
Classification:	Highly Technical			
Type of Transaction:	Government-to-Citizen			
Who may avail:	1 st Year Students/Transferees/Returnees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission Application Form (online)		Guidance and Counseling Office		
Any Valid ID		Student		
1 pc 1x1 ID picture		Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure examination schedule by accessing the online application link provided in the Guidance and Counseling City Campus Facebook page. (FB Page: SNSU City Campus Guidance & Counseling)	1. Upload the confirmed application form in PDF to the Google Drive link posted in the Guidance and Counseling City Campus FB page.	None	2 minutes	Guidance Staff Guidance & Counseling Office
2. Takes Admission Test as scheduled	2.1 Conduct college admission test	None	2 hours	Guidance Staff Guidance & Counseling Office
3. Wait for the examination result	3.1 Process, check, and verify examination results. 3.2 Upload result in the google drive.	None	Processing time depends on the volume of examinees	Guidance Counselor Guidance & Counseling Office



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<p>4. View the result of examination via FB page link of Guidance & Counseling. For qualifiers, secure the Test Result Slip from the Guidance Office. (For non-qualifiers, admission examination results can be requested)</p>	<p>4.1 Upload official result via FB page of Guidance & Counseling</p> <p>4.2 For qualifiers, provide Test Result Slip.</p> <p>4.3 For non-qualifiers, Admission Examination Result shall be provided upon request.</p>	<p>None</p>	<p>10 minutes</p>	<p>Guidance Staff Guidance & Counseling Office</p>
<p>Total</p>		<p>None</p>	<p>2 hours & 17 minutes</p>	



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3. Conduct of Admission Test (Teacher Certificate Curriculum)

This service manages admission schedules and testing venues for prospective TCC enrollees.

Office or Division:	Guidance and Counseling Office			
Classification:	Complex			
Type of Transaction:	Government-to-Citizen			
Who may avail:	New Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Personal Data Sheet		Teacher Certificate Curriculum Coordinator's Office		
Any Valid ID		Student		
1x1 latest ID Picture		Student		
Official Receipt		Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure admission schedule at the Guidance Office	1. 1 Provide admission examination schedule 1. 2 Issue order of payment	None	1 minute	<i>Clerk</i> Guidance & Counseling Office
2. Pay examination fee at the cashier	2. Issue official receipt	Php 250.00	2 minutes	<i>Cashier Staff</i> Cashier's Office
3. Takes Admission Test as scheduled	3. Conducts test: • Teacher Certificate Curriculum (TCC)	None	2 hours and 20 minutes	Guidance Staff Guidance & Counseling Office
4. Wait for the examination result	4. Process, check, and verify examination results.	None	22 days	Guidance Counselor Guidance & Counseling Office
5. Coordinate with the TCC Coordinator for the final result of admission screening	5. Endorse examination result to the TCC Coordinator.	None	15 minutes	Guidance Counselor Guidance & Counseling Office
Total		Php 250.00	22 days, 2 hours, & 38 minutes	



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3. Conduct of Admission Test (Graduate School)

This service manages admission schedules and testing venues for prospective graduate school students.


Office or Division:	Guidance and Counseling Office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen			
Who may avail:	Bachelor Degree holders/Returnees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Personal Data Sheet		Graduate School's Office		
Any Valid ID		Student		
1x1 ID Picture (2pcs)		Student		
Official Receipt		Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure admission schedule	1. Provide admission examination schedule	None	1 minute	Guidance Staff Guidance & Counseling Office
2. Pay examination fee at the cashier	2. Issue official receipt	Php 250.00	2 minutes	Cashier Staff Cashier's Office
3. Take admission test as scheduled	3. Conducts test: <ul style="list-style-type: none"> Graduate School 	None	50 minutes	Guidance Staff Guidance & Counseling Office
4. Wait for the examination result	4. Process, check, and verify examination results.	None	2 hours	Guidance Counselor Guidance & Counseling Office
5. Receive examination result	5. Issue test result slip	None	15 minutes	Guidance Counselor Guidance & Counseling Office
Total		Php 250.00	4 hours & 7 minutes	



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4. Counseling Services

This provides Professional support for Personal, Academic and Career-related challenges, aiming to enhance students' overall well-being and success both online and offline.

Office or Division:	Guidance and Counseling Office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Counseling Appointment Informed Consent Form		SNSU – City Campus Guidance and Counseling Facebook Page https://bit.ly/3AFNSta or scan this QR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures appointment schedule for counseling through the Online-Guidance Services link posted in the Guidance and Counseling FB Page or by scanning the QR code above. In case of offline counseling, visit the Guidance Office personally to secure an appointment.	1. Process the request for counseling.	None	1 hour	Guidance Staff Guidance & Counseling Office



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2. Wait for the schedule of counseling	2. Confirm the appointment schedule via email and/or text message	None	1 day	Guidance Staff Guidance & Counseling Office
3. Show up on the counseling schedule.	3.1 Conduct counseling session to the student via online platform (e.g. Google meet, Zoom, Facebook Messenger Video Call, as preferred by the counselee). For offline appointment, conduct counseling sessions at the Guidance Office. 3.2 Prepare counseling narrative report/ recommendation of treatment plan	None	3 hours	Guidance Counselor Guidance & Counseling Office
Total		None	1 day and 4 hours	



"For Nation's Greater Heights"

Human Resource Management Office

External Services



"For Nation's Greater Heights"

Receiving of Application Papers

The HRM Office shall strictly adhere to the principles of merit and fitness and equality. The selection of employees shall be based on their relative qualifications and competence to perform the duties and responsibilities of the position and shall be open to all.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen			
Who may avail:	All Qualified Job Seekers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Letter		Applicant		
Personal Data Sheet (CSC Form 212 Revised 2017)				
Work Experience Sheet				
Transcript of Records (photocopy)				
Certificate of Eligibility or License (photocopy)				
Individual Performance Commitment Rating (if applicable)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents to HRM Office (hardcopy) or for online submission: <i>Email to snsuhrrecruitment@ssct.edu.ph or upload documents to the link indicated in Snsu HumanResource FB page.</i>	1.1 Publish vacant positions thru the CSC Job portal, SNSU-HR fb page and posting in 3 conspicuous places in the University within 10 calendar days	None	2 days	HRMO I/ HRMO Designate HRM Office



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	1.2 Receive application and review the completeness of documents/ requirements	None	30 minutes	HRMO Staff HRM Office
2. Received response letter relative to the application if you meet the minimum qualification requirements	2.1 Review submitted documents of applicants based on QS	None	1 hour	HRMO Staff HRM Office
	2.2 Inform applicant if he/she does not meet the minimum qualifications thru email.	None	1 hour	
3. Signify interest for the scheduled series of Qualifying Exam and Interview: If Yes → If No →	3. Send letter for the schedule of series of Qualifying exam. a. Applicant will undergo the series of Qualifying Exam b. Send regret letter.	None	1 hour	HRMO Staff/ HRMO Designate
Total		None	2 days, 3 hours & 30 minutes	



"For Nation's Greater Heights"

Human Resource Management Office

Internal Services



"For Nation's Greater Heights"

1. Processing of Application for Leave

The HRM Office extends the leave application processing to teaching and non-teaching personnel for them to enjoy their leave privileges

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen			
Who may avail:	SNSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Leave (CSC Form 6) (Vacation Leave, Sick Leave, CSC Special Leave, Leave applicable for Academic Personnel, Government mandated leaves);		HR Office		
Medical Certificate and/or Clinical Abstract, if applicable (for more than 5 Days Sick Leave / Magna Carta for Women)		Hospital / Medical Clinic		
Temporary Clearance and approved Letter of Intent, if applicable (application for leave of more than 1 month)		HR Office		
Medical Certificate/Any proof of delivery for Maternity Leave		Hospital / Medical Clinic		
Birth Certificate and Marriage Contract for Paternity Leave		Philippine Statistics Authority		
VAWC: Court Order		Court House		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply leave application thru fgHEMIS.	1.1 Check application for leave thru fgHEMIS.	None	5 minutes	HR Staff HRM Office
	1.2 Check available leave credits	None	10 minutes	
	1.3 Generate and print Leave Form thru fgHEMIS.	None	15 minutes	



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	1.4 Review and sign certified available leave credits	None	10 minutes	
2. Receive and sign the printed Application for Leave	2. Release the printed application for leave to the employee	None	3 minutes	HR staff
3. Forward the Application for Leave form to the authorized office head for signature	3. Sign the Application for Leave of the employee	None	2 minutes	Authorized Head of Office/ Supervisor
4. Forward the Application for Leave form to the VP-Administration / University President for approval.	4. Approves the Application for Leave	None	2 minutes	VP-Administration / University President
5. Submit the approved Application for Leave form to the HR office	5. Record the approved Application for Leave	None	2 minutes	HR Staff HRM Office
6. Receive the approved Application for Leave.	6. Release the approved application for Leave.	None	1 minute	HR Staff HRM Office
Total		None	50 minutes	



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2. Processing of Authority to Travel

The HRM Office issues Authority to Travel to SNSU employees with official or personal (outside the country) travel engagements.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen			
Who may avail:	SNSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for leave, if applicable.		HR Office		
Temporary Clearance, if applicable.		HR Office / via SNSU employees portal		
Recommendation from the office of the Vice Presidents for Academic Affairs/Administration/Research, Innovation and Extension with supporting documents (Official Business Travel), if applicable.		Office of the Vice Presidents for Academic Affairs/Administration/Research, Innovation and Extension		
Letter of request addressed to the SUC President with a disclosure that no expenses will be charged against the University (for personal travel abroad), if applicable.		Requesting Employee		
Invitation, Travel, Request Memorandum to Travel, Itinerary of Travel, if applicable.		Requesting Employee		
Round Trip Ticket, if applicable.		Requesting Employee		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit letter request for travel with endorsement and complete documents.	1.1 Receive request, evaluate completeness of documents submitted.	None	10 minutes	HR Staff HRM Office
	1.2 Prepare and process travel request.	None	20 minutes	HR Staff HRM Office
	1.3 Forward request to the office of the Vice President, for approval.	None	10 minutes	Vice Presidents for Academic Affairs/ Administration/ RIE



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	<p>For Faculty: forward request to the Office of the Vice President for Academic Affairs for recommending approval.</p> <p>For Non-Teaching: forward request to the Office of the Vice President for Administration recommending approval.</p> <p>1.4 Forward to the SUC President for approval / disapproval of the Travel Authority.</p> <p>1.5 Approve / Disapprove Travel Authority 1.5.1 Forwards approved / disapproved TA to the HR.</p>	<p>None</p> <p>None</p>	<p>3 minutes</p> <p>5 minutes</p>	<p><i>HR Staff</i> HRM Office</p> <p>SUC President</p>
2. Receive approved / disapproved Travel Authority	2. Record and release approved/disapproved TA to the client.	None	2 minutes	<i>HR Staff</i> HRM Office
Total		None	50 minutes	



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3. Processing of Certificate of Employment

The HRM Office issued Certification of Employment to SNSU employees needing this document that states he/she is/has presently/or previously employed or rendered service with Surigao del Norte State University.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen			
Who may avail:	Active/Inactive SNSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip		HRM Office		
Official Receipt of payment,		Cashier Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits duly accomplished request slip form.	1.1 Receives Request Slip Form and issue order of payment	None	2 minutes	HR Staff HRM Office
	1.2 Checks HR 201 File for validation of employment status with the complete details.	None	10 minutes	HR Staff HRM Office
	1.2 Review and sign Certificate of Employment	None	3 minutes	HRMO Head HRM Office
2. Pay at the cashier	2. Issue official receipt	Php 30	3 minutes	Cashier Staff Cashier Office
2. Receives requested Certificate	2. Record/ Release requested Certificate of Employment.	None	2 minutes	HR Staff HRM Office
Total		Php 30	20 minutes	



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4. Processing of Service Record

The HRM Office issued a service record to SNSU employees needing this document that shows his/her records of services rendered in the Government services which will affirm the validity of the information.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen			
Who may avail:	SNSU Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip		Request Slip		
Copy or Approved Appointment / Plantilla		Official Receipt of payment, if applicable.		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits duly-accomplished request slip form.	1.1 Receive and evaluate the form	None	3 minutes	<i>HR Staff</i> HRM Office
	1.2 Update and encode the status of appointment, salary adjustments and step increment and LWOP (leave without pay).	None	15 minutes	<i>HR Staff</i> HRM Office
	1.3 Review and sign the Service Record	None	10 minutes	<i>HRMO Head</i> HRM Office
2. Receives requested Service Record	2. Record/ Release requested Service Record.	None	2 minutes	<i>HR Staff</i> HRM Office
Total		None	30 minutes	



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INCOME AND RESOURCE GENERATING OFFICE

External Services



"For Nation's Greater Heights"

1. Releasing of School and P.E. Uniforms

Uniform provisions for students to create a sense of identity, equality and belonging among students.

Office or Division:	Income and Resource Generating Office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen			
Who may avail:	SNSU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official Receipt		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Official Receipt	1. Check the payment as to what type of uniform the student avails (release of uniforms will be proportionate to the amount paid).	None	1 minute	<i>Clerk</i> Accounting Office
2. Fit the uniform.	2.1 Provide the uniform 2.2 Record the payment in the logbook	None	1 minute	<i>Clerk</i> Accounting Office
3. Receive the uniform	3. Require students to affix their signatures before releasing.	None	1 minute	<i>Clerk</i> Accounting Office
Total		None	3 minutes	



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2. Purchase of Meals and Snacks at Canteen

SNSU Canteen provides good quality, nutritious, and hygienic food to the university community.

Office or Division:	Income and Resource Generating Office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen			
Who may avail:	SNSU Faculty, Staff, students, and outside clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
SNSU Employees (for credit) Faculty load (for faculty) Contract (for non-faculty)		Dean's Office Dean's Office HR		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Select snack items, meals, and others displayed on the counter.	1. Process the order of the client.	None	1 minute	<i>Canteen Clerk</i> Canteen
2. Pay to cashier.	2. Receive the payment.	Total Amount of items	1 minute	<i>Canteen Cashier</i> Canteen
3. Receive the ordered items	3. Release the ordered items	None	1 minute	<i>Canteen Clerk</i> Canteen
Total		Total amount of items	3 minutes	



"For Nation's Greater Heights"

3. Application for Room Rental in the School Dormitory

To provide security and safety to the faculty, and staff as they stay inside the school premises.

Office or Division:	Income and Resource Generating Office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen			
Who may avail:	SNSU Faculty, and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accommodation Permit (SNSU Faculty, and Staff)		IGP in-charge		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Accommodation Permit.	1. Process the Accommodation Permit.	None	1 minute	IGP in-charge
2. Notarize the Accommodation Permit.	2. Receive the notarized Accommodation Permit.	None	1 minute	IGP in-charge
3. Pay to cashier.	3. Receive the payment.	Php 600	2 minutes	Cashier Staff Cashier Office
4. Request the room key.	4. Release the room key.	None	1 minute	Supplier Officer Supply Office
Total		Php 600	5 minutes	



"For Nation's Greater Heights"

LIBRARY

External Services



"For Nation's Greater Heights"

1. Releasing of Books for Overnight Use

This service allows users to bring home the book for overnight use and have more time for browsing and reading.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School ID		Students Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents selected book to be borrowed	1. Clicks checkout icon, then type Family Name of Borrower and scans the book barcode.	None	25 seconds	<i>Circulation librarian/staff Library</i>
2. Fills out the book card and the logbook.	2. Checks the book card and the logbook if it is filled out completely and correctly.	None	30 seconds	<i>Circulation librarian/staff Library</i>
3. Receives the book as requested.	3. Releases the book.	None	10 seconds	<i>Circulation librarian/staff Library</i>
Total		None	1 minute and 5 seconds	



"For Nation's Greater Heights"

2. Loaning of Books for Inside Reading (Reserve/Periodicals/Research Sections)

This is a service where the users can browse & read the books inside the library. The users can enjoy the privilege of inside reading as long as the library is open.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School ID		Students Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents School ID and selected book to be borrowed.	1. Clicks checkout icon, then type Family Name of Borrower and scans the book barcode	None	25 seconds	<i>Circulation librarian/staff Library</i>
2. Receives the book as requested.	2. Releases the book.	None	10 seconds	<i>Circulation librarian/staff Library</i>
Total		None	35 seconds	



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3. Loaning of Books/Periodicals for Photocopy Use

This service allows users to borrow books, journals, magazines or any of the library resources for photocopy purposes only. It allows them to photocopy the borrowed resources for 30 minutes only.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School ID		Students Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents School ID and selected material(s) to be borrowed.	1. Clicks checkout icon, then type Family Name of Borrower and scans the book barcode.	None	25 seconds	<i>Circulation librarian/staff</i> Library
2. Fills out the logbook.	2. Checks the logbook if it is filled out completely and correctly.	None	25 seconds	<i>Circulation librarian/staff</i> Library
3. Receives the material(s) as requested	3. Releases the material(s).	None	10 seconds	<i>Circulation librarian/staff</i> Library
Total		None	1 minute	



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4. Library Virtual Reference Assistance

This is an online service for users who seek assistance or any queries about their needed materials in the library. The users can use the library FB page and "Ask the Librarian" in the library Webpage for communication.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen			
Who may avail:	Students/Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
SSCT Gmail Account		ICT/MIS		
Library Resource Request Form (google form)		Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out google form	1. 1 Retrieve filled out Google form.	None	30 seconds	Circulation librarian/staff Library
	1. 2 Process request.	None	30 minutes	
	1. 3 Email requested electronic resource	None	30 seconds	
2. Acknowledge receipt of e-mail	2. Check email reply and record transaction of library resource utilization	None	30 seconds	Circulation librarian/staff Library
Total		None	31 minutes & 30 seconds	



"For Nation's Greater Heights"

OFFICE OF THE REGISTRAR

External Services



"For Nation's Greater Heights"

1. Processing of Request for Transcript of Record (TOR) and Diploma

Transcripts of Records and/or Diplomas can be requested online. Students and graduates may request these documents for purposes of employment, PRC Licensure Exam, reference, ranking and promotion, evaluation, and or transferring to other schools/universities.

Office or Division:	Office of the Registrar			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Students and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Clearance		Dean's Office, Accounting, SAO, Library, Registrar		
Authorization letter, if applicable		Signed and authorized by Student/Alumni requesting.		
Student ID		Student Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for online request at fghemis.snsu.edu.ph/request	1.1 Checks the records of the requesting party.	None	5 minutes	<i>Record Officer</i> Registrar's Office
	1.2 Prepare the requested document and indicate the amount to be paid.	None	2 days	<i>Data Encoder</i> Registrar's Office
	1.3 The Registrar checks the prepared record.			<i>Registrar</i> Registrar's Office
	1.4 Put remarks "ready for release" on the status of online application			<i>Data Encoder</i> Registrar's Office
2. Proceed to the Cashier and pay	2. Accepts payment and issues Official receipt.	Php 75/page (TOR) Php 150.00 (Diploma)	2 minutes	<i>Cashier</i> Cashier's Office



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3. Present the Official receipt to the registrar staff.	3.1 Print the document w/ indicated OR number 3.2 The registrar signs the document 3.3 Issue the document	None	20 minutes	<i>Records Officer</i> Registrar's Office
Total		See above rates	2 days & 27 minutes	



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2. Processing Request for Certification and Authentication

Certifications and authentications can be requested online. These documents certify that the individual has graduated, earned several units, or is/was enrolled, among other relevant details.

Office or Division:	Office of the Registrar			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Students and Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Clearance		Dean's Office, Accounting, SAO, Library, Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Apply for online request at fghemis.snsu.edu.ph/request	1.1 Checks the records	None	2 minutes	<i>Record Officer</i> Registrar's Office
	1.2 Prepare the Certification and Authentication and indicate "ready for release" on the online application, and specify the amount to be paid.	None	30 minutes	
2. Proceed to the Cashier and pay	2. Accepts payment and issues Official receipt. <i>Certification:</i> <i>Authentication:</i>	Php 30 / page Php 20 / page	2 minutes	<i>Cashier</i> Cashier's Office
3. Present official receipt to the registrar	3.1 Print the document w/ indicated OR number 3.2 The registrar signs the document 3.3 Issue the document	None	30 minutes	<i>Records Officer</i> Registrar's Office
Total		See above rates	1 hour and 4 minutes	



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3. Student Registration (Old Students)

Old students shall enroll online through the SNSU online enrollment portal. They select the courses for the semester from the list of course offerings. The system automatically generates a Certificate of Registration.

Office or Division:	Office of the Registrar			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Clearance		Dean's Office, Accounting, SAO, Library, Registrar		
Enrolment Form (electronic)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the enrolment form electronically using students individual account	1. Processing of enrolment thru fghemis.snsu.edu.ph	None	5 minutes	<i>Online Portal</i> Registrar's Office
2. Generate Certificate of Registration	2. The system generates a certificate of registration.	None	2 minutes	<i>Online Portal</i> Registrar's Office
Total		None	7 minutes	



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4. Registration for New / Transferee Students

New students and transferees shall enroll in person. They are required to submit their credentials and fill out forms for profiling. Subsequently, they are assigned an identification number, enroll in the courses for the semester, and are issued with Certification of Registration

Office or Division:	Office of the Registrar			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission Credentials		Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Clinic for health examination	1. Perform a Health Examination	None	10 minutes	<i>Physician Clinic</i>
2. Submit admission credentials.	2.1 Assess and accepts credentials submitted	None	3 minutes	<i>Registrar Staff Registrar's Office</i>
	2.2 Create student account, provide the student with ID number, and encode personal information.	None	10 minutes	<i>Registrar Staff Registrar's Office</i>
	2.3 Register student in courses.	None	5 minutes	<i>Registrar Staff Registrar's Office</i>
	2.4 Generate Certificate or Registration	None	2 minutes	<i>Registrar Staff Registrar's Office</i>
Total		None	30 minutes	



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5. Student's Clearance Processing

At the end of each semester or upon graduation, students must obtain clearance from relevant offices. This clearance is mandatory for enrolling in the succeeding semester and for requesting records from the Office of the Registrar.

Office or Division:	Office of the Registrar			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student Clearance		Dean's Office, Accounting, SAO, Library, Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Comply the requirements for clearance in every office concerned.	1.1 Determine the requirement for clearance per student enrolled during the current term	None	1 minute	<i>Dean, Accountant, SAO Director, Librarian, Registrar</i>
	1.2 Checks and receives the requirement	None	1 minute	<i>Registrar Staff Registrar's office</i>
	1.3 Issues student's copy of the clearance (if necessary)	None	1 minute	<i>Registrar Staff Registrar's office</i>
Total		None	3 minutes	



"For Nation's Greater Heights"

PLACEMENT OFFICE

External Services



"For Nation's Greater Heights"

1. Releasing of Pertinent Documents for OJT

This service covers the conduct of pre-OJT orientation; the completion of the initial requirements as scheduled program per semester; the deployment proper of the student-trainees and the submission of the requirements after OJT.

Office or Division:	Placement Services Office	
Classification:	Simple	
Type of Transaction:	G2C	
Who may avail:	Students / MIE students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
1. Approval Sheet duly signed by the College Dean as endorsement, and the Placement Coordinator and Campus Director as certification to undergo OJT. 2. Parents' Consent Form 3. Affidavit of Waiver Form 4. Certificate of Participation in Pre-OJT Orientation Seminar 5. Resume Standard Template 6. Student-Trainee Performance Appraisal Report Form		Placement Services Office
7. Hand-written Parents' Consent		Parents
8. Certificate of Registration		Registrar Office
9. Medical Certificate with results of: <ul style="list-style-type: none"> a. Pregnancy Test for Females b. X-ray Test c. CBC Analysis d. Urinalysis e. HBsAg f. Drug Test 		Any government/accredited laboratory clinics
10. Insurance Receipt		Any university-accredited/recognized insurance provider/s
11. PhilHealth Membership		PhilHealth
12. COVID-19 Vaccination Card		Community Health Office/Vaxx Provider



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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Attends Pre-OJT Orientation and requests for certificate of participation	1. Verifies attendance to the Orientation Seminar	None	3 minutes	<i>Placement Coordinator/Staff</i> Placement Office
2. Requests for a Copy of Approval Sheet, Affidavit of Waiver and Parents Consent	2. Prepares / signs/issues.	None	3 minutes	<i>Placement Coordinator/Staff</i> Placement Office
3. Submits initial requirements for OJT	3. Receives duly signed Approval Sheet, Notarized Parents' Consent and Waiver, Insurance Receipt, COVID-19 Vaxx Card, PHIC Membership ID Card, and Medical Test Results with Medical Certificate	None	5 minutes	<i>Placement Coordinator/Staff</i> Placement Office
4. Requests for Endorsement Letter for OJT	4. Verifies all requirements are submitted; prepares endorsement letter	None	5 minutes	<i>Placement Coordinator/Staff</i> Placement Office
5. Requests for Endorsement Letter for OJT	5. Prepare form to be distributed to OJT supervisors	None	5 minutes	<i>Placement Coordinator/Staff</i> Placement Office
6. Requests a copy of Student-Trainee Performance Appraisal Report form	6. Receives narrative report, verifies and checks	None	1 minute	<i>Placement Coordinator/Staff</i> Placement Office
Total		None	22 minutes	



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STUDENTS AFFAIRS OFFICE

External Services



"For Nation's Greater Heights"

1. Student ID Validation

ID validation is required for all enrolled students for the current semester.

Office or Division:	Students Affairs Office			
Classification:	Simple			
Type of Transaction:	Government-to-Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Registration for the current semester		Registrar		
School ID		Students Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents validated Certificate of Registration (COR) for the current semester and School ID	1.1 Receives and evaluates COR and School ID. 1.2 Validates School ID.	None	30 seconds	<i>Director for Student Affairs</i> Student Affairs Office
2. Receives the COR and validated ID.	2. Requests the client to logbook.	None	30 seconds	<i>Director for Student Affairs</i> Student Affairs Office
Total		None	1 minute	



"For Nation's Greater Heights"

2. Handling of Complaints Against Students/Faculty

Student Affairs office ensures that all complaints against students/faculty are evaluated and acted upon.

Office or Division:	Students Affairs Office			
Classification:	Complex			
Type of Transaction:	Government-to-Citizen			
Who may avail:	Students/Faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Complaint Form		Students Affairs Office		
Evidence		Concerned Party		
Testimonies of Witnesses		Concerned Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit written complaint to the Office of the Student Services	1. Discuss complaint with the complainant and records complaint in the logbook for documentation.	None	30 minutes	<i>Director for Student Affairs</i> Student Affairs Office
2. Submits incident report to the Disciplinary Committee.	2.1 Discusses complaint with the committee and inform in writing the student/teacher concerned to answer the complaint in writing	None	3 days	<i>Disciplinary Committee</i> Student Affairs Office
	2.2 Receives answer to Incident Report and verifies information	None	7 days	<i>Disciplinary Committee</i> Student Affairs Office
3. Confirms venue, date & time of dialogue/ hearing/ fact-finding to be conducted	3. Informs parties of the venue, date and time of dialogue/ hearing	None	3 days	<i>Disciplinary Committee</i> Student Affairs Office



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4. Attends dialogue/ hearing	4. Conducts dialogue/hearing and works for resolution of the complaint	None	1 hour	<i>Disciplinary Committee</i> Student Affairs Office
5. Receives the decision of the Disciplinary Committee	5. Furnishes copy of the decision to the complaint and respondent student/teacher	None	30 minutes	<i>Disciplinary Committee</i> Student Affairs Office
Total		None	13 days and 2 hours	



"For Nation's Greater Heights"

STUDENT FINANCIAL ASSISTANCE UNIT

(External Services)



"For Nation's Greater Heights"

1. Institutional Scholarships Assistance and External Scholarship

This process ensures that deserving students of SNSU are given the opportunity for scholarship assistance.

Office or Division:	Student Financial Assistance Unit			
Classification:	Complex			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	Students Scholars (BS, MS, PhD), Grantees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Official List of Grantees		Accounting Office		
Photocopy of complete set of grades		Registrar		
Photocopy of COR		Registrar		
Certificate of Indigency		Barangay Office		
Report of Rating		Registrar		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.1 <i>For internally-funded/ SFAU-monitored student-beneficiaries:</i> > The Sport and Wellness, Culture and Arts director submits official list of grantees for validation > Certificate of registration > Photocopy of complete set of grades from the previous semester.	1.1 For internally-funded/ SFAU-monitored student-beneficiaries: > Validates the academic performance, if the student-beneficiary complies with obligations. > If the student passes, the student-beneficiary is retained in the list.	None	3 minutes	<i>Administrative Staff</i> SFAU



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1.2 <i>For externally-funded student-beneficiaries:</i> > External Scholarship, submit list of scholars for validation > Certificate of Registration > Certificate of Indigency	1.2 For externally-funded student-beneficiaries: >Checks if the name of the student appears in the official list of scholars/grantees. >Validates the academic performance, if the student complies with obligations. > If the student passes, the student-beneficiary is retained in the list.	None	3 minutes	
Total		None	6 minutes	



"For Nation's Greater Heights"

SUPPLY OFFICE

Internal Services



"For Nation's Greater Heights"

1. Procurement Process

This process details the procurement of goods under normal conditions.

Office or Division:	Supply Office			
Classification:	Highly Technical			
Type of Transaction:	Government-to-Citizen (G2C)			
Who may avail:	SNSU Office Heads			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Request Form		Supply Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit duly-accomplished Purchase Request Form	1.1 Check Purchase Request against approved PPMP/APP.	None	10 minutes	Office Personnel Supply Office
	1.2 Forward Purchase Request to Admin (receiving/releasing) for approval of the President	None	2 minutes	Office Personnel Supply Office
	1.3 Approves the PR	None	5 minutes	University President Office the President
	1.4 Allocate funds for the PR.	None	10 minutes	Budget Officer Budget Office
	1.5 Conduct procurement process	None	1 month	Bids & Awards Committee BAC Office
	1.6 Receive Notice of Award from BAC and prepare purchase order and BUR	None	22 minutes	Office Personnel Supply Office
	1.7 Signs PO / BUR	None	12 minutes	Budget Officer Budget Office



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	1.8 Process Purchase Order /BUR	None	27 minutes	Accounting Staff Accounting Office
	1.9 Signs the Purchase Order and route to Admin (Receiving/releasing)	None	7 minutes	VP for Administration
	1.10 Receive and review the approved PO	None	2 minutes	Office Personnel Supply Office
	1.11 Serve approved PO and NOA to supplier	None	1 day	Office Personnel Supply Office
	1.12 Provide a signed PO (by supplier) to COA office	None	20 minutes	Office Personnel Supply Office
	1.13 Receive deliveries	None	2 hours	Supply officer/COA/ Inspectorate Committee
	1.14 Prepare inspection report	None	2 minutes	Office Personnel Supply Office
2. Prepare request slip and receive the items	2. Issue the requested items	None	10 minutes	Office Personnel Supply Office
Total		None	1 month, 4 hours & 9 minutes	



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FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	1. Answer the Customer Satisfaction Survey/Feedback form and drop at the designated Customer Satisfaction Survey boxes.
How feedback is processed	<ol style="list-style-type: none"> 1. Feedback forms in the designated drop boxes are collected and forwarded by the unit in charge to the Quality Assurance Management office every first week of the month. It will be tabulated following the nature of the feedback. 2. The QAMS Director analyzes the received feedback results and prepares the Corrective Action Report (CAR) for any unmet customer satisfaction target. 3. The QAMS informs the concerned process owner or office of the corrective action and ensures its response. 4. The QAMS reports the results of the consolidated feedback to the Top Management for information and appropriate action.
How to file/send a complaint	<p>All complaints can be filed/submitted via:</p> <ol style="list-style-type: none"> 1. Telephone No.: (086) 827-3741 2. Public Assistance and Complaint Desk (PACD) 3. SNSU Contact Center ng Bayan: 09858976208 4. Email: info@snsu.edu.ph 5. SNSU Official FB Page 6. Citizen's Charter Complaint Center #8888 Link: www.8888.gov.ph
How complaints are processed	<ol style="list-style-type: none"> 1. The PACD and SNSU Contact Center shall collect all complaints received. All complaints received shall be acted upon immediately. Actions can be in the form of investigation and/or direct action once found valid. 2. For personnel-related complaints, the form will be forwarded to the Grievance Committee while complaints related to Students will be forwarded to the Student Affairs Office (SAO) for appropriate action. 3. The Grievance Committee or the SAO informs the concerned personnel/student/office of the received complaint. 4. The result of the investigation shall be forwarded to the University President for appropriate action.
Contact Information	<p>Contact Center ng Bayan: 0908-8816565; website: www.contactcenterngbayan.gov.ph ARTA: Telephone: 8478-5091; 8478-5093; 8478-5099; email: info@arta.gov.ph complaints@arta.gov.ph Presidential Complaints Center: +63(2)-8736-8645; Telefax; +63(2)-8736-8621; Email: pcc@malacanang.gov.ph</p>



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LIST OF OFFICES		
Office	Address	Contact Information
Office of the University President	Main Campus, Surigao City	op@ssct.edu.ph
Office of the VP for Administration	Main Campus, Surigao City	op@ssct.edu.ph
Office of the VP for Academics	Main Campus, Surigao City	vpacad@ssct.edu.ph
Office of the VP for RIE	Main Campus, Surigao City	vprie@ssct.edu.ph
Campus Director (Main Campus)	Main Campus, Surigao City	826-1001
Campus Director (Del Carmen Campus)	Del Carmen Campus, Del Carmen, SDN	09218321880/snsudelcarmen22@gmail.com
Campus Director (Mainit Campus)	Mainit Campus, Mainit, SDN	09075456107
Campus Director (Malimono Campus)	Malimono Campus, Malimono, SDN	snsu malimono@gmail.com
Dean's Office (College of Teacher Education)	Main Campus, Surigao City	cte@ssct.edu.ph / 09488864266
Dean's Office (College of Engineering & Info. Tech.)	Main Campus, Surigao City	rbacarro@ssct.edu.ph
Dean's Office (College of Arts and Sciences)	Main Campus, Surigao City	cas@ssct.edu.ph/ FB: College of Arts & Sciences
Dean's Office (College of Technology)	Main Campus, Surigao City	SNSU College of Technology FB page
Dean's Office (College Agri-Fisheries & Allied Sciences)	Malimono Campus, Malimono, SDN	nardgomez2020@gmail.com
Accounting Office	Main Campus, Surigao City	09101077791 / gayroseseguera01@gmail.com
Bids and Awards Committee	Main Campus, Surigao City	bac@ssct.edu.ph
Budget Office	Main Campus, Surigao City	09483144530/ssct.budget@gmail.com
Cashier's Office	Main Campus, Surigao City	09501780728 / whelsde2000@yahoo.com
Clinic	Main Campus, Surigao City	09382558982 / mestrelloso@ssct.edu.ph
Human Resource Management Office	Main Campus, Surigao City	ssctthroffice2019@gmail.com
Income and Resource Generating Office	Main Campus, Surigao City	09089056581 (bellejeug@yahoo.com)
Guidance and Counseling Office	Main Campus, Surigao City	SNSU FB page/ssctsurigaocampus.gc@gmail.com
Library	Main Campus, Surigao City	Maincampuslibrary@snsu.edu.ph
Placement Services Office	Main Campus, Surigao City	09126923710/ placementsst21@gmail.com
Quality Assurance Management Office	Main Campus, Surigao City	qa@ssct.edu.ph
Registrar	Main Campus, Surigao City	(086) 827-3741 / ssctmainreg@gmail.com
Students Affairs Office	Main Campus, Surigao City	09683576849 / mguerra@ssct.edu.ph
Student Financial Assistance Unit	Main Campus, Surigao City	09385830853 / sfa.ssctmain@gmail.com
Supply Office	Main Campus, Surigao City	09124688511 / ssctsupplyoffice1234@gmail.com