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CAMARINES NORTE STATE COLLEGE

CITIZEN'S CHARTER

2025 - 1ST EDITION





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CITIZEN'S CHARTER 2025
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I. Mandate

By virtue of Republic Act 7352, the governing body of the Camarines Norte State College was vested in the Board of Regents chaired by Hon. Armand V. Fabella, the Secretary of Education, Culture and Sports. The chair was represented by DECS Regional Director for NCR Dr. Nilo S. Rosas, who presided over all meetings of the Board from 1992 to 1994. The first two years of existence as a State College were the most memorable and tumultuous experience on the part of the faculty and staff who were affected by the transformation of a secondary school into a higher educational institution. It was in 1994 when the new DECS Secretary, Hon. Ricardo Gloria assumed the post as chair of the Board of Regents. He was instrumental in making the CNSC grow from infancy, stand by itself and move towards the realization of its constituents' dreams and aspirations.

II. Vision

CNSC as a Premier Higher Education Institution in the Bicol Region.

III. Mission

The Camarines Norte State College shall provide higher and advanced studies in the field of education, arts and science, economics, health, engineering, management, finance, accounting, business and public administration, fisheries, agriculture, natural resources development and management, and ladderized courses. It shall also respond to research, extension, and production services adherent to progressive leadership towards sustainable development.

IV. Service Pledge

We, at Camarines Norte State College, aiming to become a Premier Higher Education Institution in the Bicol Region, are committed with utmost care of the environment in providing excellent services in instruction, research, production and extension that are responsive to the satisfaction of our students and other stakeholders.

To achieve these, we shall implement an internationally recognized integrated management system in our operations, processes and services and shall:

- comply with applicable statutory and regulatory requirements, the mandates of the College and relevant needs and expectations of our students and other stakeholders, and the requisites of our quality and environment management system;
- delight our students and other stakeholders by providing value-adding experiences to become well-rounded and more competitive future leaders in the midst of global issues;
- protect the environment and prevent pollution by optimizing the use of electricity, paper, water and other resources and adopt the safe and responsible methods of reduction, reuse, recycling and proper disposal of wastes;



- provide our employees support to grow and achieve their full potential in their respective fields, thereby sustaining a competent, motivated, engaging and environmentally conscious workforce;
- develop and extend innovative technologies to our stakeholders contributing to the country's sustainable development; and
- establish objectives aimed at improving the efficiency of our operations, processes and services for our College growth and development.

We shall make this policy an essential part of our instruction, research, extension and production services to ensure that it continuously provide us strategic directions in improving our overall quality and environmental performance, and of our integrated management system.



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Registrar

External Service



1. Enrollment/Registration (New Student)

To be officially enrolled/registered and avail of the services of the college.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All new students (undergraduate and graduate students)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<p>*Undergraduate Students* Admission Slip issued by GTA0</p> <p>*Graduate Students* a. Photocopy of the original or authenticated copy of Transcript of Records b. Good Moral Character Certificate where the master's degree was obtained* c. Honorable Dismissal Certificate/Transfer Credential from the last school attended d. Three (3) pcs 2x2 colored picture w/ white background e. Satisfactorily passed the entrance test and interview f. A Master's degree holder from a recognized institution * g. An average of 2.0 in the master course* h. Concept paper indicating the applicant's research interest related to the discipline*</p> <p>*for doctoral program</p>		<p>Guidance, Testing and Admission Office</p> <p>School last attended</p>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Online 1. Login using applicant Id or control number on the computerized system provided by the college	1.1 Create a student account. 1.2 Identify and encode subjects with corresponding schedules and fees		15 minutes	Admin Aide - Designated Enrolling Officer per College
Online 2. Using personal user ID and password, check the status of registered/enrolled subjects in SIAS.	2.1 Advise students to check the status of registered/enrolled subjects.	None	10 minutes	Admin Aide - Designated Enrolling Officer per College
TOTAL		None	25 Minutes	



2. Enrollment/Registration (Transferee)

To be officially enrolled/registered and avail of the services of the college.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All student transferee			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Admission Slip (original & photocopy) 2. Letter request to transfer approved by the College Dean/Director of the program he/she intends to enroll (Original and photocopy) 3. Certificate of Grades or copy of Transcript of Records (evaluated by the chairperson of the program he/she intends to enroll in) Original & photocopy		Guidance, Testing and Admission Office (GTAO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. present copy of admission slip transcript of records/ certificate of grades for crediting/ validation of subjects	1.1 Check and verify the subjects for enrollment (and, if necessary, recommend the student for validation)	None	1 day	Dean / Program Chairperson
2. Submit a copy of the admission slip, transcript of records/certificate of grades with a checklist of subjects credited or validated by the program chairperson concerned.	2.1 Receive and check the submitted documents	None	10 minutes	Admin Aide Designated Enrolling Officer per College
	2.2 Assign student number		15 minutes	
	2.3 Encode subjects with the corresponding schedule and fees			
3. Pay the required fees (if applicable)	3.1 Receive payment and issue a receipt	Computed fees (if applicable)	5 minutes	Cashier
4. Present the Official receipt of payment for the issuance of the registration form	4.1 Check the official receipt of payment	None	10 minutes	Admin Aide Designated Enrolling Officer per College
	4.2 Print and sign the registration form			



	4.3 Issuance of the registration form			
Online Using personal user ID and password, check the status of registered/enrolled subjects in SIAS account	Advise student to check their SIAS account for registered subjects			
TOTAL		None	1 Day, 40 Minutes	



3. Enrollment/Registration (Old Students)

To be officially enrolled/registered and avail the services of the college.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Old and Continuing students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. School ID		Information Technology Services Office (ITSO)		
2. Pre-Registration Form		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
On-Site 1. Present School ID	1.1 Identify and encode subjects with the corresponding schedule and fees	None	15 minutes	Admin Aide
Online Login using student number on the computerized system provided by the college 1.1 For Irregular Students: Submit duly accomplished pre-registration form duly signed by the program chairperson	1.1.1 Evaluate and identify subjects to be enrolled		1 hour	Designated Enrolling Officer per College
2. Pay the required fees (if applicable)	2.1 Receive payment and issue an official receipt	Computed fees (if applicable)	5 minutes	Cashier
3. Present the Official receipt of payment for the issuance of the registration form	3.1 Check the official receipt of payment 3.2 Print and sign the registration form 3.3 Issuance of the registration form	None	10 minutes	Admin Aide Designated Enrolling Officer per College
Online Using personal user ID and password, check registered/enrolled subjects in the SIAS account	Advise students to check their SIAS account for registered subjects.	None		
TOTAL			1 Hour , 30 minutes	



4. Enrollment/Registration (Returnee)

To be officially re-admitted and avail of the services of the college.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Old and Continuing students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. School ID		Information Technology Services Office (ITSO)		
2. Reinstatement Form (CNSC-OP-REG-01F4)		Registrar's Office		
3. Letter request on re-admission approved by the dean of the college concerned				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare and submit letter request on re-admission together with reinstatement form for approval and recommendation by the dean of the college concerned	1.1 Receive and check requirements	None	10 minutes	Dean / Program Chairperson
2. Submit an approved letter of re-admission and duly accomplished reinstatement form including a health certificate issued by the school clinic. * Note: chest x-ray and dental health certificate are not yet required until further notice from the Medical and Dental Clinic to observe safety protocol during a pandemic, instead an online registration for medical clearance is applied	2.1 Receive and check requirements 2.2 Evaluate student academic records for enrollment purposes	None	1 hour	Admin Aide - Designated Enrolling Officer per College
3. Pay the required fees (if applicable)	3.3 Receive payment and issue an official receipt	Computed fees (if applicable)	5 minutes	Cashier



<p>4. Present the official receipt of payment for the issuance of the registration form</p> <p>*Online*</p> <p>Check registered/enrolled subjects in the SIAS account</p>	<p>4.1 Check the official receipt</p> <p>4.2 Print and sign registration form</p> <p>4.3 Issuance of the registration form</p> <p>Advise students to check their SIAS account for registered subjects.</p>	<p>None</p>	<p>10 minutes</p>	<p>Admin Aide Designated Enrolling Officer per College</p>
<p>TOTAL</p>			<p>1 hour, 25 minutes</p>	



5. Enrollment/Registration (Shifter)

Transfer / Shift from one program to another and be officially enrolled/registered and avail of the services of the college.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Student Shifter			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Recommendation /Letter approved by the college dean offering the program applied for (original and photocopy)				
2. Copy of latest TOR/ Certificate of Grades (COG)				
3. Certificate of Good Moral Character				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare a letter of intent to shift and submit together with the latest copy of the transcript of records/certificate of grades and good moral certificate.	1.1 Evaluate grades of the student and interview for further assessment and evaluation	None	1 hour	Dean /Program Chairperson assigned to the program the student intends to shift.
2. Submit the approved letter together with the subjects to be enrolled based on the department chairperson's recommendation/ advise	2.1 Encode subjects with corresponding schedule and fees 2.2 Prepare registration form	None	15 minutes	Admin Aide Designated Enrolling Officer per College
3. Pay the required fees (if applicable)	3.1 Receive payment and issue an official receipt	Computed fees (if applicable)	5 minutes	Cashier
4. Present the official receipt of payment for the issuance of the registration form	4.1 Check the official receipt of payment 4.2 Print and sign registration form 4.3 Issuance of the registration form		10 minutes	Admin Aide Designated Enrolling Officer per College



Online Check registered/ enrolled subjects in the SIAS account	Advise students to check their SIAS account for registered subjects.	None		Admin Aide Designated Enrolling Officer per College
TOTAL			1 hour, 30 minutes	



6. Issuance of Transcript of Records

The transcript of records also known as academic records/student's records is an official document that reflects the student's course, subjects taken, term, grades, and other academic information.

Office or Division:	Registrar's Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students/Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Clearance Form		Registrar's Office		
2. Form 137 or TOR (if not yet submitted)		School last attended		
3. Two (2) pcs 2x2 photo		To be brought by the student		
4. PSA issued birth certificate (if not yet submitted)		PSA		
5. Verification slip		Accounting Office		
6. Toga renal clearance (for alumni only)		Production Office		
7. Authorization Letter and valid ID of the representative and student (if to be claimed thru representative)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out request form (CNSC-OP-REG-01F8) and submit the requirements	1.1 Receive and review the required requirements and check the completeness (inform the client of the lacking requirement/s (if applicable), 1.2 Process the requested transcript of records 1.3 Check the accuracy and completeness of the TOR	None	4 days	Admin Aide Office Clerk Admin Aide Office Clerk Admin Aide College Registrar
2. Pay the required fees	2.1 Receive payment and issue an official receipt	Php 50.00 per page Documentary stamp worth Php 30.00	5 minutes	Cashier



	For Satellite Campuses: TOR is forwarded to the College Registrar Main Campus for review, signature, and affixing the dry seal		2 days	
3. Claim the document on the date of release	3.1 Release TOR to the student/alumni	None	5 minutes	
TOTAL			6 days and 10 minutes	



7. Processing of Certification, Authentication, and Verification (CAV)

The Certification, Authentication, and Verification (CAV) certificates are documents certifying the authenticity and veracity of the school records of the applicant for duly authorized purposes only.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students, any Authorized Individual			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid ID of the student		Student Applicant		
2. Authorization letter and Valid ID of authorized representative (if to claim thru a representative (original and photocopy)		Student/Client		
3. Original and Photocopy of TOR and Diploma (for graduate) TOR (for undergraduate)		Student Applicant Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request form (CNSC-OP-REG-01F8) and present the required documents	1.1 Check the completeness of the documents presented and inform the client of the lacking requirement/s (if applicable)	None	5 minutes	Admin Aide Office Clerk
2. Pay the required fees	2.1 Receive payment and issue official receipt of payment	Php 50.00 PhP30.00 doc stamp Php 100.00 authentic ation fee	5 minutes	Cashier
3. Submit the required documents including the official receipt of payment	3.1 Receive complete documents including official receipt of payment 3.2 Advise requestor regarding CAV processing time 3.3 Prepare the document and claim stub	None	15 minutes	Admin Aide Office Clerk



4. Claim the document on the date/time of release	4.1 Release the requested document to the client	None	5 minutes	Admin Aide Office Clerk
TOTAL			30 minutes	



8. Authentication of Documents

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students, Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Academic Records (CNSC-OP-REG-01F8)		Registrar's Office		
Original document/s (TOR, diploma, and certifications) Clear photocopies of the original document				
Valid ID		Student/Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the request form and present the documents (original and photocopy)	1.1 Checks the authenticity of the documents	None	5 minutes	Admin Aide - Office Clerk
2. Pay the required fees	2.1 Receive payment and issue an official receipt	Amount depends on the number of documents to be authenticated	5 minutes	Cashier
3. Submit the official receipt of payment including the original and photocopy of the document Wait for the name to be called for the next step	3.1 Process the submitted document	None	5 minutes	Admin Aide Office Clerk College Registrar
4. Claim authenticated document and sign in the logbook	4.1 Record the document in the logbook for release	None	5 minutes	Admin Aide Office Clerk
Total			20 minutes	



9. Processing and Issuance of Honorable Dismissal / Transfer Credentials / Various Certificate

Office or Division:	Registrar's Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students, Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for academic records (CNSC OP Reg-01F8)		Registrar's Office		
2. Authorization letter and Valid ID of authorized representative (if to claim thru a representative (original and photocopy))		Student/Client		
3. Student ID/Valid ID		Student/Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request form	1.1 Review the submitted requirements and check the completeness of student's record (for transfer credential certificate/HD, inform the client of the lacking requirement/s, if applicable)	None	5 Working Days	Admin Aide Office Clerk
2. Pay the required fees	2.1 Receive payment and issue an official receipt	Php 50.00 per certification/ per TOR page Php 30.00 documentary stamp		Cashier
3. Submit the official receipt of payment including the request form	3.1 Process the requested document 3.2 Check the accuracy and completeness of the requested document 3.3 Inform client on the date/time of release	None		Admin Aide Office Clerk



4. Claim the document on the date/time of release	4.1 Release the requested document to the client	None		Admin Aide Office Clerk
TOTAL			5 working days	



10. Processing and Issuance of Certificate of Grades

Office or Division:	Registrar's Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Enrolled Students in the current semester			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request for academic records (CNSC OP Reg-01F8)			Registrar's Office	
2. Authorization letter and Valid ID of authorized representative (if to claim thru a representative (original and photocopy))			Student/Client	
3. Student ID/Valid ID			Student/Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request form	1.1 Receive the filled out form	None	None	Admin Aide
2. Pay the required fees	2.1 Receive payment and issue an official receipt	Php 50.00 per certification/ per TOR page Php 30.00 documentary stamp	5 minutes	Cashier
3. Submit the official receipt of payment including the request form	3.1 Process the requested document 3.2 Inform client on the date/time of release	None	5 minutes	Admin Aide
4. Claim the document on the date/time of release	4.1 Release the requested document to the client	None	5 minutes	Admin Aide
TOTAL			15 minutes	



11. Evaluation of Students Records

To determine the student's academic status.

Office or Division:	Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All CNSC Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Student's ID		Information Technology Services Office (ITSO)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Student ID	1.1 Check the course and year of the student 1.2 Evaluate the subjects and the corresponding grades 1.3 Inform/remind of their lacking requirements	None	25 minutes	College Registrar Admin Aide
2. Check the accuracy and correctness of subjects and corresponding grades on the student's evaluation sheet	2.1 Remind the student of the deficiency subjects to be enrolled for the coming semesters	None	5 minutes	College Registrar Admin Aide
TOTAL			30 minutes	



12. Re-issuance of Diploma

Facilitate the re-issuance of diploma to CNSC graduates. A replacement of diploma for a lost or damaged diploma is issued only once.

Office or Division:	Registrar's Office			
Classification:	Complex			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	CNSC Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for academic records (CNSC OP Reg-01 F8)		Registrar's Office		
2. Original Copy of Diploma (if damaged); Affidavit of Loss (if loss)				
3. Authorization letter and Valid ID of authorized representative (if to claim thru a representative (original & photocopy)		Student / Client		
4. Official Receipt of Payment		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the request form (CNSC-OP-REG-01F8) and present required documents	1.1 Check completeness of the requirements Check student's record for assessment and verification	None		Admin Aide Office Clerk
2. Pay the required fees	2.1 Receive payment and issue official receipt	Php 500.00 Diploma fee Php 30.00 documentary stamp		Cashier
3. Submit the official receipt of payment including the Affidavit of Loss for Missing diploma/Original copy of diploma (if damaged)	3.1 Process the document 3.2 Advise requestor regarding the processing time for re-issuance of diploma Inform client on the date/time of release	None		Admin Aide Office Clerk



4. Claim the document and sign in the logbook	4.1 Release the requested document to the client	None	5 minutes	Admin Aide Office Clerk
TOTAL			7 working days	



Student Services & Development External Service



1. Request for Certificate of Student Assistantship

Request for Certificate of Student Assistantship by the former student assistants of CNSC is being issued upon request of the interested party for employment and other legal purposes.

Office or Division:	Office of the Student Services and Development			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All former student assistants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter (1 original)		To be submitted by the client/ student		
2. All contracts since being hired as SA (1 photocopy of each)		To be submitted by the client/ student		
3. Performance Evaluation (1 original)		Office of the Student Services and Development		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documentary requirements	1.1. Receive the required document to check for completeness and validity	None	5 minutes	OSSD Staff
	1.2. Prepare and prints out the certificate for the signature of the OSSSD Director			
2. Sign in the logbook	1.3. Check the certificate if in order and signs	None	3 to 5 minutes	OSSD Director/ Office-in-Charge
	2.1. Issue/ release of documents upon signature of the OSSD/ OIC	None	5 minutes	OSSD Staff
TOTAL		None	15 minutes	



2. Request for Certificate of Protection Plan Insurance

Request for Certificate of Protection Plan Insurance by the students is being issued upon request of the interested party for their insurance and other legal purposes.

Office or Division:	Office of the Student Services and Development			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All former student assistants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter (1 original)		To be submitted by client/ student		
Endorsement of the College Dean/Campus Director of the Request (1 original)		College Dean/ Campus Director		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documentary requirements	1.1 Receive the required document to check for completeness and validity	None	5 minutes	OSSD Staff
	1.2 Prepares and prints out the certificate for the signature of the OSSD Director			
	1.3 Check the certificate if in order and signs	None	3 to 5 minutes	OSSD Director/ Office-in-Charge
2. Signs the logbook	2.1 Issue/ release of documents upon signature of the OSSD/ OIC	None	5 minutes	OSSD Staff
TOTAL			15 minutes	



3. Request for Scholarship Certification

Request for Certificate of Protection Plan Insurance by the students is being issued upon request of the interested party for their insurance and other legal purposes.

Office or Division:	Office of the Student Services and Development			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter (1 Original)		To be submitted by the client/ student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the documentary requirements	1.1. Receive the required document to check for completeness and validity 1.2. Prepare and prints out the certificate for the signature of the OSSD Director	None	5 mins	OSSD Staff
	1.3. Check the certificate if in order and signs	None	3 to 5 mins	OSSD Director/ Office-in-Charge
2. Signs the logbook	2.1. Issue/ release of documents upon signature of the OSSD/ OIC	None	5 mins	OSSD Staff
	2.2 Issue/ release of documents upon signature of the OSSD/ OIC			
TOTAL		None	15 minutes	



Guidance, Testing & Admission Office External Service



1. College Admission Test Requirements

An applicant for College Admission Test is required to submit the documents needed to complete the processing of his/her application for the admission test and verify the authenticity of the documents.

Office or Division:	Guidance, Testing and Admission Office (GTAO)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All graduating Senior High School Students/Graduate of old curriculum/ALS passers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certified True Copy of F-138 and original copy (for validation purposes only)		Issued original F-138 of former school/ ALS certificate or report card		
2. 1-piece 2x2 picture, white background, and with nametag (studio shot)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Online registration	1.1 Check/monitor the system of online registration through the admin portal	None	5 to 10 minutes	Office Assistant
2. Submit the required documents based on the date the applicant has chosen at the Guidance, Testing, and Admission Office	2.1 Receive the required documents and check for completeness and validity.			
3. Check/verify the examination date through the applicant's portal	3.1 Assign the examination date of the applicant			
4. Return on the examination date, 30 minutes ahead of the time schedule	4.1 Note: CNSC waives College Admission Test during the Pandemic. A new admission standard is applied			
TOTAL		None	5 to 10 minutes	



2. Request for Certificate of Good Moral Character

Request for Good Character by former students, graduates, and presently enrolled students of CNSC are being issued upon request of the interested party for enrolment, employment, scholarship requirements, and other legal purposes.

Office or Division:	Guidance, Testing and Admission Office (GTAO)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Former students, graduates, and presently enrolled students of CNSC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Official receipt of payment		Cashier's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay at the Cashier's Office	1.1 Receive payment	Php 80.00	5 minutes	Cashier's Office
2. Go to the Guidance, Testing, and Admission Office; present the Official Receipt of payment for the request	2.1 Check the official receipt of the payment Process the request			Student Assistant/ Guidance Counselor
3. Client/student sign in the logbook	3.1 Issue/release request to the student			
4. Proceed to the office of the Registrar to secure a "stamp or dry seal" for the document; present the O.R. of payment		None		Registrar's Office
TOTAL			5 minutes	



3. Testing Services

Personality Test and Mental Ability Test are useful tools to assess and identify the primary components of a student's personality and to measure his/her verbal and non-verbal reasoning skills.

Office or Division:	Guidance, Testing and Admission Office (GTAO)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	CNSC students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral letter		Assigned Guidance Counselor		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report to the Guidance Office	1.1 Schedule Test administration	None	3 minutes	Guidance Counselor
2. Return on the scheduled date and time for the test	2.1 Conduct the test		1 hour	Guidance Counselor
3. Sign in to the logbook	3.1 Log in transaction		1 minute	Guidance Counselor
4. Comeback for the result on the specified date	4.1 Interpret test results of students			Guidance Counselor
TOTAL		None	1 hour, 19 minutes	



4. Admission of New Students

Qualified students are required to submit credentials and subject for evaluation by the respective Guidance Counselor for each department.

Office or Division:	Guidance, Testing and Admission Office (GTAO)- Main Campus	
Classification:	Simple	
Type of Transaction:	G2C - Government to Citizen	
Who may avail:	Qualified incoming students and transferee	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
Tertiary		
1. Original F-138	Former school	
2. Birth Certificate, Photocopy (PSA)		
3. Certificate of Good Moral Character	Former school	
4. Police Clearance	Police Station	
5. 2 pcs. passport size picture, white background, and with nametag		
6. Completely filled out online Individual Health and Dental Record form and printed copy	Online link	
7. Completely filled-out online individual Inventory Form and printed copy	Online link	
8. 1 folder long size, white		
Additional requirements for Transferee		Approved letter request to transfer by the College Dean of the program he/she intends to enroll
1. Honorable dismissal or transfer credentials		
2. COG or TOR (with signature as evaluated by the program chairperson)		
Basic Education		
1. Original F-138	Former school	
2. Birth Certificate, photocopy (PSA)		
3. Certificate of Good Moral Character	Former school	
4. 2 pieces 2x2 picture		
5. 1 Folder (white, long size)		



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Tertiary				
1. Confirmation of slot through online	1.1 Check confirmation in the OAS	None		Office Assistant
2. Present all the requirements for evaluation	2.1 Evaluate the completeness of the credentials presented		10 minutes	
3. Secure Admission Slip	3.1 Issue Admission Slip			
4. Sign in the logbook	4.1 Log in to transaction			
Basic Education				
1. Present confirmation slip	1.1 Check confirmation slip	None	10 minutes	Guidance Counselor (College of Education)
2. Present all the requirements for evaluation	2.1 Evaluate the completeness of the requirements presented			
3. Secure Admission slip	3.1 Issue admission slip			
4. Sign in the logbook				
5. Process enrolment (enrolling office of Basic Education Program)				
TOTAL		None	20 minutes	



5. Counseling Services

It is the assistance given to the students. A counselor can be referred by student, faculty, or personnel. Walk-in clients can go directly to the Guidance Counselor.

Office or Division:	Guidance, Testing and Admission Office (GTAO)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students of CNSC			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Referral form (for requesting party)		Guidance, Testing and Admission Office		
2. Call Slip				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Walk-in Client				
1. Visit the Guidance Office, request counseling from the assigned counselor	1.1 Receive the request and conduct the initial interview.	None	5 minutes	Guidance Counselor
2. Attend Counseling	2.1 Conduct counseling session		30 minutes	
3. Sign in the transaction logbook	3. Log in transaction		3 minutes	
Referral				
1. Referring party fill out the referral form	1.1 Receive the referral Form		5 minutes	Guidance counselor
2. Sign in the logbook	2.1 Issue/send call /interview slip to the Student		2 Minutes	
3. Present the Call Slip received	3.1 Conduct counseling to the referred student		30 minutes	
TOTAL		None	1 Hour, 12 Minutes	



6. Admission Test for Basic Education

Admission test is conducted to ensure a fair and objective process of admitting students in the Basic Education program.

Office or Division:	Guidance, Testing and Admission Office (GTAO)			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Applicants for Basic Education Program			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Certified True Copy of F-138		Former school		
2. 1 x 1 picture, 2 pieces				
3. Fully accomplished Application form		Guidance, Testing & Admission Office Abaño, Campus		
4. Non-refundable test fee (Php 100)		CNSC Cashier's Office		
5. If the final grades in Science or Math are below 88 %, certification or proof that the child belongs to the upper 10 % of the class				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Guidance, Testing and Admission Office, request and fill out application form	1.1 Received queries and release application form	None	10 minutes	Guidance Counselor and Office Assistant
2. Present official receipt of payment	2.1 Copy of Official Receipt number		1 minute	
3. Submit requirements	3.1 Received and processed application form		5 minutes	
4. Secure Notice of Test indicating time, date and room number	4.1 Schedule the date, time and room number, issue Notice of Examination Note: for Basic Education applicants will take the online qualifying test to select the top 30 students ONLINE TEST is applicable during the time of pandemic		5 minutes	
5. Fill out the logbook	Log the transaction		2 minutes	
TOTAL		None	23 minutes	



Medical and Dental Service External Service



1. Provision of Medical and Dental Consultation and Releasing of Medical or Dental Certificates (Physical consultation)

*As per Physician's schedule

Office or Division:	Medical and Dental Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	CNSC Employees and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled- out Individual (CNSC-OP-MED-01F1), Dental Health Record (CNSC-OP-MED-01F6), and Health Declaration Form (CNSC-OP-VAF-02F3)		Medical and Dental Clinic		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish or update the Individual (CNSC- OP-MED-01F1), Dental Health Record (CNSC- OP-MED-01F6) and Health Declaration Form (CNSC-OP-VAF- 02F3)	1.1 Interview, assessment, take necessary vital signs and a brief history of present illness of the Client	None	2 minutes	Nurse
2. Proceed to consultation or treatment area	2.1 Assist in proceeding to Physician/Dentist for examination, diagnosis, and management	None	5-15 minutes (case to case basis)	Physician/ Dentist
	2.2 Carry out Physician's/Dentist order		1 minute	Nurse
	2.3 Release of Medical and Dental Certificate (as needed)		1 minute	Physician/ Dentist
3. Signing on the log book	3.1 Recording on the log book		1 minute	Client
TOTAL		None	10-15 Minutes	



2. Provision and Release of Medicines

Office or Division:	Medical and Dental Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	CNSC Employees and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Prescription from Physician and Dentist (for Antibiotics)				
2. Presentation of current illness/history of present illness (for non-prescription meds)				
CLIENT STEPS	AGENCY ACTIONS	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of Prescription (for Antibacterial meds)	1.1 Check for prescription presented and advised patient and provide instruction	None		Nurse
2. Presentation of the present condition (signs and Symptoms)	2.1 Recording on Individual Health Record and Logbook		1 minute	Client
3. Signing on the log book	3.1 Dispense prescribed medicines and or emergency medicines in the initial dose		1 minute	Nurse
TOTAL		None	2 Minutes	



3. Provision of First Aid Treatment

Office or Division:	Medical and Dental Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	CNSC Employees and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Logbook entry (after treatment)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of case/ incident	1.1 (Case to case basis or depends upon the case) Interview and Physical assessment	None	5-15 minutes (case to case basis)	Nurse
	1.2 Rendering of First aid treatment		2 minutes (case to case basis)	Nurse & Patient
	1.3 Incident report/ recording on logbook/		1 minute (case to case basis)	Nurse
2. Signing on the log book	2.1 Monitoring of case			
TOTAL		None	8 - 15 Minutes	



4. Online Services

A. Gathering of Medical and Dental Health Records

Office or Division:	Medical and Dental Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	CNSC Employees and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-out online Individual Health Record (CNSC-OP-MED-01F1)I and Dental Health record (CNSC-OP-MED-01F6)		https://www.facebook.com/CNSC-Medical-Dental-Services-112662593721461/		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplishment of online Individual Health Record (CNSC- OP-MED-01F1) and Dental Health Record (CNSC-OP-MED-01F6)	1.1 Validate the accomplished record on the student portal	None	3 minutes (case to case basis)	Medical and Dental Staff
TOTAL		None	3 Minutes	



4. Online Services

B. Consultation (Case to Case basis)

Office or Division:	Medical and Dental Services			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	CNSC Employees and Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online queries and health concerns		https://www.facebook.com/CNSC-Medical-Dental-Services-112662593721461/		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presentation of the history of present illness	1. 1 Interview, assessment of the client	None	2 minutes	Nurse
2. Presentation of Laboratory results (if available)	2.1 Relay of information to Physician/ Dentist via online/telephone		1 minute	Nurse, Physician, Dentist
	2.2 communicate to the patient the doctor's order and prescription or referral		5 – 10 minutes	Nurse, Patient
	2.3 Monitoring and recording of patient's status		1 minute	Nurse
TOTAL			7- 10 Minutes	



Accounting External Service



1. VERIFYING OF STUDENT ACCOUNTS

Client for the Accounting Office is required to submit the filled-out verification slip from the student to be able to know the account balances from the school.

Office or Division:	Accounting Office			
Classification:	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail:	Graduate & Undergraduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-out Verification Slip Form		Accounting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the form	1. Check the form to SIAS & give the Client Log Book	None	3 minutes	Admin. Asst. I or Admin. Aide VI
2. Sign in the logbook	2.1 Monitoring of case			
3. Receive the signed form	3. <i>If with balance:</i> Release the signed form – with account balance		3 minutes	
4. Receive the form with account balance & pay at the Cashier's office.	4. Check OR of payment & release the signed form with zero balance	None	1 minute	Admin. Asst. I or Admin. Aide VI
5. Show OR of payment - Submit the new filled-out form				
6. Receive the signed form				
TOTAL			7 minutes	



2. SIGNING OF STUDENT CLEARANCE ACCOUNT

Client for the Accounting Office is required to submit the filled-out student clearance to be cleared from any accountability from the school.

Office or Division:	Accounting Office			
Classification:	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail:	Graduate & Undergraduate Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Filled-out Clearance Form (Cleared from Account Balance)		Dean's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the form	1.1 Check the form to SIAS & release the signed form	None	3 minutes	Admin. Asst. I or Admin. Aide VI
2. Receive the signed form	2.1 Give the Client Log Book			
3. Sign in the Client Log Book	3.1 Check Log in			
TOTAL			3 minutes	



Auxiliary Services and Income Generating Projects External Service



1. Ladies Dormitory Occupancy

CNSC offers a conducive, safe, and comfortable dormitory to all female students, clients at a very affordable price.

Office or Division:	CNSC Ladies Dormitory			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter for Dormitory Occupancy (1 original)		IGP/Auxiliary Services Division Office		
2. Order of Payment (1 original)		Cashier		
3. Official receipt (1 photocopy)		IGP/Auxiliary Services Division Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the original request letter for dormitory occupancy	1.1 Receive the request letter.	None	1 minute	IGP/ASD clerk
	1.2 Approval of the request		20 Minutes	
2. Submit the approved letter	2.1 Received the approved request.	None	1 minute	Dormitory in-charge
	2.2 Interview the student		15 Minutes	
	2.3 Issuance of order of Payment for 1 month advance and 1 month deposit		2 minutes	
3. Payment of 1-month advance and 1-month deposit	3.1 Processing of payment and issuance of Official Receipt	1,400.00 (700.00/mo) Plus 100.00 per appliance	10 minutes	Cashier
4. Submit a copy of the Official Receipt	4.1 Recording of Payment	None	2 minutes	Dormitory in-charge
	4.2 Room assignment and release of a Room key.		3 minutes	
	4.3 Orientation		15 minutes	
TOTAL		1, 400.00	1 hour & 9 minutes	



2. Hostel Reservation/Accommodation

CNSC offers relaxing and cozy hostel services that are comparable to the services offered by different hotels at a very affordable price.

Office or Division:	CNSC Entrance Pavilion/Hostel			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CNSC Hostel Reservation Form (1 original)		IGP/Auxiliary Services Division Office		
2. Order of Payment (1 original)		Cashier		
3. Official receipt (1 photocopy)		IGP/Auxiliary Services Division Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the reservation form	1.1 Receive the reservation.	None	1 minute	IGP/ASD clerk
	1.2 Issuance of notice of information for approval or disapproval.		20 Minutes	Hostel in-charge or IGP/ASD Director
	1.3 Reservation of the request		5 Minutes	Hostel in-charge
2. Payment for the Accommodation	2.1 Issuance of order of Payment.	None	2 minutes	IGP/ASD Clerk
	2.2 Processing of payment and issuance of Official Receipt	P2,000.00/ day for Standard Room P3,000.00/ day for Deluxe Room	10 Minutes	Cashier
3. Submit a copy Official Receipt	3.3 Recording of Payment	None	2 minutes	IGP/ASD Clerk
4. Submit the reservation form	4.1 Receive the Reservation	None	1 minute	Hostel in-charge or IGP/ASD Director
	4.2 Issuance of notice of information for the approval or disapproval		20 Minutes	



	4.3 Reservation of the request	None	10 minutes	Hostel in-charge or IGP/ASD Director
	TOTAL	2,000.00/ day for Standard Room 3,000.00/ day for Deluxe Room	1 Hour & 16 minutes	



3. Printing Services

CNSC printing press offers different printing services such as photocopy, colored photocopy, risograph, offset printing, laser printing, bookbinding that are comparable to the output of different printing press at a very affordable price.

Office or Division:	Printing Press			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Printing Press Services (1 original)		Printing Press Office		
2. Acknowledgment Report (1 original)		Printing Press Office		
3. Acceptance Report (1 original)		Printing Press Office		
4. Order of Payment (1 original)		Cashiers Office		
5. Official receipt (1 photocopy)		Printing Press Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for printing services form.	1.1 Issuance of printing services form	None	1 minute	Printing Press Clerk/ In-charge
2. Submit the duly filled-out printing services form	2.1 Receive and Assessment of the request.	None	15 minutes	IGP/ASD Director
	2.2 Approval of the request		20 Minutes	Printing press In-charge and Technical Staff
	2.3 Reservation and Conduct of Sample draft		Processing time varies on the requested service/s	
	2.4 Issuance of Acknowledgment for Final Printing		5 minutes	Printing Press Clerk/ In-charge
3. Submit the duly filled-out acknowledgement for final printing	3.1 Receive the Acknowledgment for Final Printing	None	1 minute	Printing Press Clerk/ In-charge
	3.2 Conduct of the requested service/s		Processing time varies on the requested service/s	



	3.3 Issuance of Acceptance Report	None	5 Minutes	Printing Press Clerk/ In-charge
4. Submit the duly filled-out Acceptance Report	4.1 Receive the Acceptance Report	None	1 Minute	Printing Press Clerk/ In-charge
5. Payment for the Printing Services	5.1 Issuance of Order of Payment	None	2 Minutes	Printing Press Clerk/ In-charge
	5.2 Processing of payment and issuance of Official Receipt	Price varies on the requested services	10 Minutes	Cashier
6. Submit a copy Official Receipt	6.1 Recording of Payment	None	3 Minutes	Printing Press Clerk/ In-charge
TOTAL		Payment	1 Hour & 3 minutes	



4. Catering Services

CNSC offers catering services with a nutritious and delightful menu suited to different events such as party celebrations, meetings, training and seminars, gatherings, and other special events.

Office or Division:	CNSC Canteen			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Menu Form (2 original) (Accessible through One CNSC form via Google Drive)		IGP/Auxiliary Services Division		
2. Purchase Request (2 original)				
3. Order of Payment (1 original)		Cashier		
4. Official Receipt (1 photocopy)		IGP/Auxiliary Services Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly filled-out Menu form and purchase request	1.1 Receive the Purchase Request (PR) and Menu forms via google drive (One CNSC form – IGP Auxiliary).	None	1 minute	IGP/ASD Director
	1.2 Issue Notice of Information for approval or disapproval.		5 Minutes	Canteen & Catering in-charge or IGP/ ASD Director
	1.3 Issue Certification if the PR cannot be accommodated.		5 Minutes	Canteen & Catering in-charge
2. Confirm the delivery of the requested catering services	2.1 Acknowledge the Delivery and Acceptance Report (DAR)		5 minutes	Canteen in-charge
3. Accept the billing for catering services	3.1 Filing of billing statement.		15 minutes	Canteen & Catering in charge
4. Submit a copy of Official Receipt	4.1 Recording of Payment	None	5 minutes	
TOTAL		None	11-26 minutes	



5. Rental of Facilities and Other Amenities

CNSC offers facilities and other amenities such as amphitheater, student activity center, function hall, classrooms, minibus, tables and chairs, table cloth, and seat cover that can be utilized during special events, meetings, trainings and seminars, gatherings, and other special occasions.

Office or Division:	Production			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter for rental of CNSC facilities or other amenities (1 original)		Office of the President		
2. Order of Payment (1 original)		Cashier		
3. Official Receipt (1 photocopy)		IGP/Auxiliary Services Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the original request letter for rental of CNSC facilities or other amenities	1.1 Receive the request letter	None	1 Minute	OP Clerk
	1.2 Receive the purchase request and menu form		15 minutes	College President
2. Submit approved request letter	2.1 Issuance of Order of Payment	Price varies on the requested Amenities/ facilities	2 Minutes	IGP/ASD Clerk
	2.2 Processing of payment and issuance of Official Receipt		10 minutes	Cashier
3. Submit a copy of the Official Receipt	3.1 Recording of Payment	None	3 minutes	IGP/ASD Clerk
TOTAL		None	52 minutes	



6. Purchasing of Garments (School uniform, I.D. Lace, Patch)

Consists of white and maroon cloth P.E t-shirts and jogging pants, NSTP shirts, ID lace, CNSC Logo patch, and Balatik required to be worn by CNSC students.

Office or Division:	Production			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment (1 original)		Cashier		
2. Official Receipt (1 photocopy)		IGP/Auxiliary Services Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Garments	Interview and issuance of order of payment	None	20 minutes	Production in-charge
2. Payment for the requested garment/s	Process the payment and issuance of Official Receipt	Price varies on the requested Amenities/ facilities	10 minutes	Cashier
3. Submit a copy of the Official Receipt	3. Record the payment	None	5 minutes	Production in-charge
	3.2 Release of the purchased garment/s		10 minutes	
TOTAL		None	50 minutes	



Auxiliary Services and Income Generating Projects Internal Service



1. Hostel Reservation/Accommodation

CNSC offers relaxing and cozy hostel services that are comparable to the services offered by different hotels at a very affordable price.

Office or Division:	CNSC Entrance Pavilion/Hostel			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CNSC Hostel Reservation Form (1 original)		IGP/Auxiliary Services Division Office		
2. Order of Payment (1 original)		Cashier		
3. Official receipt (1 photocopy)		IGP/Auxiliary Services Division Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the reservation form	1.1 Receive the reservation.	None	1 minute	IGP/ASD clerk
	1.2 Issuance of notice of information for approval or disapproval.		20 Minutes	Hostel in-charge or IGP/ASD Director
	1.3 Reservation of the request		5 Minutes	Hostel in-charge
2. Payment for the Accommodation	2.1 Issuance of order of Payment.	None	2 minutes	IGP/ASD Clerk
	2.2 Processing of payment and issuance of Official Receipt	P2,000.00/ day for Standard Room P3,000.00/ day for Deluxe Room	10 Minutes	Cashier
3. Submit a copy Official Receipt	3.3 Recording of Payment	None	2 minutes	IGP/ASD Clerk
4. Submit the reservation form	4.1 Receive the Reservation	None	1 minute	Hostel in-charge or IGP/ASD Director
	4.2 Issuance of notice of information for the approval or disapproval		20 Minutes	



	4.3 Reservation of the request	None	10 minutes	Hostel in-charge or IGP/ASD Director
	TOTAL	2,000.00/ day for Standard Room 3,000.00/ day for Deluxe Room	1 Hour & 16 minutes	



2. Printing Services

CNSC printing press offers different printing services such as photocopy, colored photocopy, risograph, offset printing, laser printing, bookbinding that are comparable to the output of different printing press at a very affordable price.

Office or Division:	Printing Press			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Printing Press Services (1 original)		Printing Press Office		
2. Acknowledgment Report (1 original)		Printing Press Office		
3. Acceptance Report (1 original)		Printing Press Office		
4. Order of Payment (1 original)		Cashiers Office		
5. Official receipt (1 photocopy)		Printing Press Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for printing services form.	1.1 Issuance of printing services form	None	1 minute	Printing Press Clerk/ In-charge
2. Submit the duly filled-out printing services form	2.1 Receive and Assessment of the request.	None	15 minutes	IGP/ASD Director
	2.2 Approval of the request		20 Minutes	Printing press In-charge and Technical Staff
	2.3 Reservation and Conduct of Sample draft		Processing time varies on the requested service/s	
	2.4 Issuance of Acknowledgment for Final Printing		5 minutes	Printing Press Clerk/ In-charge
3. Submit the duly filled-out acknowledgement for final printing	3.1 Receive the Acknowledgment for Final Printing	None	1 minute	Printing Press Clerk/ In-charge
	3.2 Conduct of the requested service/s		Processing time varies on the requested service/s	



	3.3 Issuance of Acceptance Report	None	5 Minutes	Printing Press Clerk/ In-charge
4. Submit the duly filled-out Acceptance Report	4.1 Receive the Acceptance Report	None	1 Minute	Printing Press Clerk/ In-charge
5. Payment for the Printing Services	5.1 Issuance of Order of Payment	None	2 Minutes	Printing Press Clerk/ In-charge
	5.2 Processing of payment and issuance of Official Receipt	Price varies on the requested services	10 Minutes	Cashier
6. Submit a copy Official Receipt	6.1 Recording of Payment	None	3 Minutes	Printing Press Clerk/ In-charge
TOTAL		Payment	1 Hour & 3 minutes	



3. Catering Services

CNSC offers catering services with a nutritious and delightful menu suited to different events such as party celebrations, meetings, training and seminars, gatherings, and other special events.

Office or Division:	CNSC Canteen			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Menu Form (2 original) (Accessible through One CNSC form via Google Drive)		IGP/Auxiliary Services Division		
2. Purchase Request (2 original)				
3. Order of Payment (1 original)		Cashier		
4. Official Receipt (1 photocopy)		IGP/Auxiliary Services Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the duly filled-out Menu form and purchase request	1.1 Receive the Purchase Request (PR) and Menu forms via google drive (One CNSC form – IGP Auxiliary).	None	1 minute	IGP/ASD Director
	1.2 Issue Notice of Information for approval or disapproval.		5 Minutes	Canteen & Catering in-charge or IGP/ ASD Director
	1.3 Issue Certification if the PR cannot be accommodated.		5 Minutes	Canteen & Catering in-charge
2. Confirm the delivery of the requested catering services	2.1 Acknowledge the Delivery and Acceptance Report (DAR)		5 minutes	Canteen in-charge
3. Accept the billing for catering services	3.1 Filing of billing statement.		15 minutes	Canteen & Catering in charge
4. Submit a copy of Official Receipt	4.1 Recording of Payment	None	5 minutes	
TOTAL		None	11-26 minutes	



4. Rental of Facilities and Other Amenities

CNSC offers facilities and other amenities such as amphitheater, student activity center, function hall, classrooms, minibus, tables and chairs, table cloth, and seat cover that can be utilized during special events, meetings, trainings and seminars, gatherings, and other special occasions.

Office or Division:	Production			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter for rental of CNSC facilities or other amenities (1 original)		Office of the President		
2. Order of Payment (1 original)		Cashier		
3. Official Receipt (1 photocopy)		IGP/Auxiliary Services Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the original request letter for rental of CNSC facilities or other amenities	1.1 Receive the request letter	None	1 Minute	OP Clerk
	1.2 Receive the purchase request and menu form		15 minutes	College President
2. Submit approved request letter	2.1 Issuance of Order of Payment	Price varies on the requested Amenities/ facilities	2 Minutes	IGP/ASD Clerk
	2.2 Processing of payment and issuance of Official Receipt		10 minutes	Cashier
3. Submit a copy of the Official Receipt	3.1 Recording of Payment	None	3 minutes	IGP/ASD Clerk
TOTAL		None	52 minutes	



5. Purchasing of Garments (School uniform, I.D. Lace, Patch)

Consists of white and maroon cloth P.E t-shirts and jogging pants, NSTP shirts, ID lace, CNSC Logo patch, and Balatik required to be worn by CNSC students.

Office or Division:	Production			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Order of Payment (1 original)		Cashier		
2. Official Receipt (1 photocopy)		IGP/Auxiliary Services Division		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Garments	Interview and issuance of order of payment	None	20 minutes	Production in-charge
2. Payment for the requested garment/s	Process the payment and issuance of Official Receipt	Price varies on the requested Amenities/ facilities	10 minutes	Cashier
3. Submit a copy of the Official Receipt	3. Record the payment	None	5 minutes	Production in-charge
	3.2 Release of the purchased garment/s		10 minutes	
TOTAL		None	50 minutes	



Library External Service



1. Application for Library Card/Barcode ID (New Student/Transferee)

To be eligible to avail of the library services, resources and facilities of the library.

Office or Division:	Main Library			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	All new/transferee students (undergraduate and graduate students)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
2 pcs. 1x1 picture with white background		Requesting Party		
Application Form for Library Card/Barcode ID		Main Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and Submit the Library Information Form with the 2 pcs. 1x1 picture with white background	1.1 Checking for the accuracy of information	None	3 minutes	Library staff Librarian
	1.2 Printing of library card/barcode ID	None	Within 3 working days	
	1.3 Forwarded to head Librarian for validation	None	1 minute	
	1.4 Issue the Library Card / Barcode ID	None	1 minute	
2. Receive Library Card/Barcode ID		None	1 minute	
TOTAL		None	3 days & 6 minutes	



2. Borrowing (Checking-Out) of Library Books/Resources

Borrowing/Checking-Out library books/resources.

Office or Division:	Main Library			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen, Government to Government			
Who may avail:	CNSC Students, Faculty, and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Validated Library Card		Main Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the book/s to be borrowed and their library card or ID	1.1 Manually records the Date & Time Borrowed, Name of the Student, Course, Accession Number, Author, and Title of the book in a checkout logbook.	None	2 minutes	Librarian Library Staff
	1.2 Writes the Date Borrowed, Time Borrowed, Borrower's Name and Department on the Book Card	None	2 minutes	
	1.3 Inform the borrower of the due date.	None	1 minute	
2. Receive book		None	1 minute	
TOTAL		None	6 minutes	



3. Returning of Library Books/Resources

Returning of borrowed book/resource.

Office or Division:	Main Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	CNSC Students, Faculty, and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Book for return		Main Library - Circulation		
Fines when applicable		Cashier		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present book for return	1.1 Retrieves the book card from the checkout file.	None	1 minute	Librarian, Library Staff, Cashier
	1.2 The book's condition is checked.	None	1 minute	
2. Updating the Book Card	2.1 Marks the book as returned.	None	1 minute	
	2.2 If overdue, fines may be noted and charged.	PHP 1.00 /Hour	3 minutes	
	2.3 Provide a payment order to be submitted to the cashier's office.	None	1 minute	
	2.4 Present the official receipt.	None	1 minutes	
3. Receive the Book	3.1 Return the library card.	None	1 minute	
TOTAL		PHP 1.00 /Hour	9 minutes	



4. Renewal of Borrowed (Checked-out) Books / Resources

The CNSC students, faculty and employees may renew the borrowed book.

Office or Division:	Main Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, Government to Government			
Who may avail:	CNSC Students, Faculty, and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Book for renewal		Main Library		
2. No outstanding accountability in the library				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the book/s to be renewed and their library card or ID	1.1 The librarian/library staff manually records the Date & Time Borrowed, Name of the Student, Course, Accession Number, Author, and Title of the book in a checkout logbook.	None	2 minutes	Librarian, Library Staff
	1.2 The librarian writes the Date Borrowed, Time Borrowed, Borrower's Name and Department on the Book Card	None	2 minutes	
	1.3 Inform the borrower of the due date.	None	1 minute	
2. Receive book		None	1 minute	
TOTAL		None	6 minutes	



5. Issuance of Referral Letter

The library issues referral letter to all CNSC students and faculty who wanted to conduct research in other libraries and research agencies. It can be requested at least two days before the intended date of visit or travel.

Office or Division:	Main Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen, Government to Government			
Who may avail:	CNSC Students, Faculty, and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid CNSC ID		Information Technology Services Office (ITSO),		
Referral Request Form		Main Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request for Referral.	1.1 Conduct interview to check the research topic and purpose of the applicant	None	5 minutes	Library Staff
2. Present CNSC valid ID	2.1 Verification of the CNSC ID presented.	None	1 minute	Librarian Library Staff, Information Technology Services Office (ITSO)
	2.2 Preparation of the referral letter.	None	5 minutes	
3. Issuance of Referral Letter	3.1 Logging the entry in the record book.	None	1 minute	
TOTAL		None	12 minutes	



7 Request for use of Library Spaces/Facilities

CNSC students, faculty, and employees may request for the use of library spaces e.g. Collaboration Room, Quiet Room, Computer Room for individual or group use.

Office or Division:	Main Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	CNSC Students, Faculty, and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Requesting party		
2. For students-valid CNSC ID/or proof of enrollment. For faculty/employee- valid ID or appointment documents		Main Library Integrated Management System (IMS) Human Resource Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present CNSC valid ID and request letter	1.1 Receive request letter	None	1 minute	Library Staff Librarian
	1.2 Check the availability of the place / facility	None	2 minutes	
	1.3 Forward to Head Librarian for approval	None	1 minute	
	1.4 Logging the entry in the calendar of reservation.	None	1 minute	
2. Receive the approved request and Fill-up Library Utilization Form	2.1 Inform/coordinate with the staff in-charge for the preparation and conduct of activity.	None	3 mins	
TOTAL		None	8 minutes	



7. Request for Reference (Research Assistance, Citation, Bibliographic Services, Information Literacy)

Answering queries (simple to complex), conducting reference interview to determine the precise information needs of library customers/users, and user education/information literacy.

Office or Division:	Main Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	CNSC Students, Faculty, Employees and Outside Users/Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For Student- Valid CNSC ID or proof of enrollment For Faculty/Employee- Valid ID or appointment documents For Outside User/Researcher- Referral Letter		Integrated Management System (IMS) / Main Library Human Resource Office		
2. Duly Accomplished Library Query Form/ Request Letter		Main Library Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit query form/ request letter	1.1 Receive query form/ request letter	None	2 minutes	Librarian
	1.2 Conduct reference interview	None	30 minutes	
2. Verify query	2.1 Evaluate query to determine the needed information and information sources	None	30 minutes	
	2.2 Facilitate / communicate answer to request	None	30 minutes	
3. Receive answer to request	3.1 Follow-up if customer satisfied with the Sources / information	None	5 minutes	
TOTAL		None	1 hour and 37 minutes	



8. Request for Reference (Research Assistance, Citation, Bibliographic Services, Information Literacy)

Answering queries (simple to complex), conducting reference interview to determine the precise information needs of library customers/users, and user education/information literacy.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	CNSC Students, Faculty, Employees and Outside Users/Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
4. For Student- Valid CNSC ID or proof of enrollment For Faculty/Employee- Valid ID or appointment documents For Outside User/Researcher- Referral Letter		Integrated Management System (IMS) / Library Human Resource Office		
2. Duly Accomplished Library Query Form/ Request Letter		Library Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit query form/ request letter	1.1 Receive query form/ request letter	None	2 minutes	Librarian
	1.2 Conduct reference interview	None	30 minutes	
5. Verify query	2.1 Evaluate query to determine the needed information and information sources	None	30 minutes	
	2.2 Facilitate / communicate answer to request	None	30 minutes	
6. Receive answer to request	3.1 Follow-up if customer satisfied with the Sources / information	None	5 minutes	
		None	1 hour and 37 minutes	
TOTAL		None	1 hour and 37 minutes	



8 Request to Access Library Resources (Outside Researchers)

Office or Division:	Main Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Outside Users/Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID		Requesting Party		
Referral Letter				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID and referral letter	1.1 Verify the ID presented and the referral letter	None	2 minutes	Library Staff Librarian
	1.2 Provide access credentials of the electronic library resources.	None	2 minutes	
TOTAL		None	4 minutes	



Library Internal Service



1. Application for Library Card (CNSC Faculty and Employees)

To be eligible to avail of the library services, resources and facilities of the library.

Office or Division:	Main Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	CNSC Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Appointment documents		Requesting Party Library, Main Library		
2 pcs. 1X1 picture w/ white background				
Application Form for Library Card				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and Submit the Library Information Form with the 2 pcs. 1x1 picture with white background	1.1 Checking for the accuracy of information	None	3 minutes	Librarian, Library Staff
	1.2 Printing of library card/barcode ID	None	Within 3 working days	
	1.3 Forwarded to head Librarian for validation	None	1 minute	
	1.4 Issue the Library Card/Barcode ID	None	1 minute	
2. Receive Library Card/Barcode ID		None	1 minute	
TOTAL		None	3 days & 6 minutes	



2. Borrowing (Checking-Out) of Library Books/Resources

Borrowing/Checking-Out library books/resources.

Office or Division:	Main Library			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	CNSC Students, Faculty, and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Validated Library Card		Main Library		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the book/s to be borrowed and their library card or ID	1.1 Manually records the Date & Time Borrowed, Name of the Student, Course, Accession Number, Author, and Title of the book in a checkout logbook.	None	2 minutes	Librarian, Library Staff
	1.2 Writes the Date Borrowed, Time Borrowed, Borrower's Name and Department on the Book Card	None	2 minutes	
	1.3 Inform the borrower of the due date.	None	1 minute	
2. Receive book		None	1 minute	
TOTAL		None	6 minutes	



3. Returning of Library Books/Resources

Returning of borrowed book/resource.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	CNSC Students, Faculty, and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Book for return		Main Library – Circulation, Cashier		
Fines when applicable				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present book for return	1.1 Retrieves the book card from the checkout file.	None	1 minute	Librarian, Library Staff, Cashier
	1.2 The book's condition is checked.	None	1 minute	
2. Updating the Book Card	2.1 Marks the book as returned .	None	1 minute	
	2.2 If overdue, fines may be noted and charged.	PHP 1.00 /Hour	3 minutes	
	2.3 Provide a payment order to be submitted to the cashier's office.	None	1 minute	
	2.4 Present the official receipt.	None	1 minutes	
3. Receive the Book	3.1 Return the library card.	None	1 minute	
TOTAL		PHP 1.00 /Hour	9 minutes	



4. Renewal of Borrowed (Checked-out) Books / Resources

The CNSC students, faculty and employees may renew the borrowed book.

Office or Division:	Main Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	CNSC Students, Faculty, and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Book for renewal		Main Library -Circulation		
2. No outstanding accountability in the library				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the book/s to be renewed and their library card or ID	1.1 The librarian/library staff manually records the Date & Time Borrowed, Name of the Student, Course, Accession Number, Author, and Title of the book in a checkout logbook.	None	2 minutes	Librarian Library Staff
	1.2 The librarian writes the Date Borrowed, Time Borrowed, Borrower's Name and Department on the Book Card	None	2 minutes	
	1.3 Inform the borrower of the due date.	None	1 minute	
2. Receive book		None	1 minute	
TOTAL		None	5 minutes	



5. Issuance of Referral Letter

The library issues referral letter to all CNSC students and faculty who wanted to conduct research in other libraries and research agencies. It can be requested at least two days before the intended date of visit or travel.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students and faculty			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid CNSC ID		Information Technology Services Office (ITSO), Main Library		
Referral Request Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the Request for Referral.	1.1 Conduct interview to check the research topic and purpose of the applicant	None	5 minutes	Library Staff
2. Present CNSC valid ID	2.1 Verification of the CNSC ID presented.	None	1 minute	Librarian
	2.2 Preparation of the referral letter.	None	5 minutes	
3. Issuance of Referral Letter	3.1 Logging the entry in the record book.	None	1 minute	
TOTAL		None	12 minutes	



6. Request for use of Library Spaces/Facilities

CNSC students, faculty, and employees may request for the use of library spaces e.g. Collaboration Room, Quiet Room, Computer Room for individual or group use.

Office or Division:	Main Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	CNSC Students, Faculty and Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Letter		Requesting party		
2. For students-valid CNSC ID/or proof of enrollment. For faculty/employee- valid ID or appointment documents		Main Library Integrated Management System (IMS) Human Resource Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present CNSC valid ID and request letter	1.1 Receive request letter	None	1 minute	Library Staff Librarian
	1.2 Check the availability of the place / facility	None	2 minutes	
	1.3 Forward to Head Librarian for approval	None	1 minute	
	1.4 Logging the entry in the calendar of reservation.	None	minute	
2. Receive the approved request and Fill-up Library Utilization Form	2.1 Inform/coordinate with the staff in-charge for the preparation and conduct of activity.	None	mins	
3. Submit the Library Utilization Form	3.1 Record the activity in the Library Utilization Record Book	None	1 minute	
TOTAL		None	9 minutes	



7. Request for Reference (Research Assistance, Citation, Bibliographic Services, Information Literacy)s

Answering queries (simple to complex), conducting reference interview to determine the precise information needs of library customers/users, and user education.

Office or Division:	Library			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	CNSC Students, CNSC Faculty, and Outside Users/Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. For Student- Valid CNSC ID or proof of enrollment For Faculty/Employee- Valid ID or appointment documents For Outside User/Researcher- Referral Letter		Integrated Management System (IMS) / Main Library Human Resource Office		
2. Duly Accomplished Library Query Form/ Request Letter		Main Library Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit query form/ request letter	1.1 Receive query form/ request letter	None	2 minutes	Librarian
	1.2 Conduct reference interview	None	minutes	
2. Verify query	2.1 Evaluate query to determine the needed information and information sources	None	30 minutes	
	2.2 Facilitate / communicate answer to request	None	minutes	
3. Receive answer to request	3.1 Follow-up if customer satisfied with the Sources / information	None	5 minutes	
TOTAL		None	1 hour and 37 minutes	



Information Technology Services Office External Services

External Services



1. Processing and Printing of ID Cards for Freshmen Students

The process is applicable to all new and freshmen students of the College every First Semester of the new Academic Year.

Office or Division:	Information Technology Services Office			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	All Freshmen Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
ALL CNSC STUDENTS 1. Signature and Picture of the student. 2. Accomplished Online ID Application			https://tinyurl.com/CNSCIDApp	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. IT Services Office – Student should personally visit the IT Services Office to take his/her picture and signature by any ITSO personnel.	1.1 IT Services Office personnel captures the student's signature and picture	None	30 Minutes	IT Services Office personnel
Online – Student shall login his/her credentials provided by the IT Services Office and encode his/her personal information in the Online ID Application website provided by CNSC-ITSO	ITSO personnel checks the completeness of the supplied information by the student in the Online ID Application and if picture and signature is available prior to printing of ID of the student.	None	1 day	IT Services Office personnel
	Post the list of students in the Official Facebook Page of the CNSC Information Technology Services Office for all available and for release ID Cards		30 minutes	
2. IT Services Office – Student personally claim his/her student ID	2.1 ITSO personnel checks the name of the student in the list of readily available ID cards for pickup as posted in the Official FB Page of ITSO.	None	10 minutes	IT Services Office personnel



	2.2 Verifies the identity of the student before releasing the ID to the student			
	TOTAL	None	1 day,1 hour and 10 minutes	



2. ID Replacement

Process for the replacement of Student ID Cards due to lost, damage, or there is a need to change certain details in the ID card.

Office or Division:	Information Technology Services Office			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	All Students (undergraduate and graduate students)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
ALL CNSC STUDENTS ID Replacement Form issued by the Office of the Student Services and Development			Office of the Student Services and Development	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Office of the Student Services and Development – Acquire the ID Replacement Form and fill out all the required details and proceed to the Cashier’s Office for the next step	1.1 Provide copy of the replacement form to the student.	None	30 Minutes	OSSD Personnel
2. Cashier’s Office – Present the completely filled-out ID Replacement Form and Pay the corresponding ID Replacement Fee	2.1 Receive the payment from the student and issue Official Receipt	Php 100.00	20 Minutes	Cashier’s Office
3. IT Services Office – Bring the Official Receipt after payment and the filled-out ID Replacement Form and present these documents.	3.1 Receive the Official Receipt and the filled-out ID Replacement Form from the student and check the existing records of the student in the database.	None	3 hours (Friday Only)	IT Services Office personnel
	3.2 Ask the student concerned if there are details in his/her ID that needs to be modified (e.g. picture, mobile number, etc.) prior to reprinting.	None		



	3.3 Print the student ID and place the validation sticker at the back of the ID if the student is currently enrolled in the semester.	None		
TOTAL		None	3 hours and 50 minutes	



3. Service Request for Sound System and Lights setup for various activities

Process for the request for sound system and lights setup for various college events and activities

Office or Division:	Information Technology Services Office			
Classification:	Simple			
Type of Transaction:	Internal and G2C - Government to Citizen			
Who may avail:	All CNSC stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Employees, students, and other stakeholders Completely filled-out Request to Conduct Activity Form.		General Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. General Services Office – Acquire and fill out the Request to Conduct Activity Form (RCAF)	1.1 GSO personnel checks the availability of the venue being requested in the MyCal Online Application and if available, advises the requesting client to proceed to the IT Services Office	None	1 hour	Central Scheduler from the General Services Office
2. IT Services Office – Technician’s Room – Requesting client shall present the filled-out RCAF to the any available technical personnel for the checking of schedule in the MyCal Online Application	2.1 ITSO Technical personnel checks the MyCal Online Application if they can accommodate the request in the chosen date of the requestor, otherwise, the technician suggests for other possible date/s or options to the requesting client. If both parties agree, the technician then signs the SRF and advises the requesting client to proceed to the General Services	None	1 hour	IT Services Office Technical Personnel Administrative Aide IV Administrative Aide III Computer Technician



	Office for the final approval and encoding of the request in the MyCal Online Application.			
3. General Services Office – The requesting client shall proceed to the General Services Office and submit the signed SRF from the IT Services Office technician to the GSO for the final approval	3.1 GSO receives the SRF and signs the GSO approval part in the RCAF and encodes the activity in the MyCal Online Application.	None	1 hour	Central Scheduler from the General Services Office
	3.2 GSO receives the SRF and signs the GSO approval part in the RCAF and encodes the activity in the MyCal Online Application.			
TOTAL		None	3 hours	



4. Student ID Validation

Process for the validation of ID cards of all CNSC students who are officially enrolled in the current semester

Office or Division:	Information Technology Services Office			
Classification:	Simple			
Type of Transaction:	G2C Government to Citizen			
Who may avail:	All Students (undergraduate and graduate students)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ALL CNSC STUDENTS CNSC Issued ID Card Officially Enrolled for the current semester Registration Form (Optional)		Information Technology Services Office Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. IT Services Office – Personally visit the IT Services Office and present the CNSC-Issued Student ID Card and Registration Form (optional)	1.1 ITSO personnel checks the enrollment details and status of the student for verification. Once verified, ITSO personnel place the validation sticker at the back of the CNSC Issued ID and give back the validated ID to the concerned student	None	10 minutes	ITSO Personnel
TOTAL			10 minutes	



Information Technology Services Office External Services

Internal Services



1. Service Request for the repair of ICT Equipment and Devices

Process for the conduct of repair and maintenance of all agency-issued ICT equipment and devices

Office or Division:	Information Technology Services Office			
Classification:	Simple			
Type of Transaction:	Internal			
Who may avail:	All CNSC Employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
ALL OFFICES AND ALL DELIVERY UNIT Properly Filled-out Service Request Form from the IT Services Office.			Information Technology Services Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Information Technology Services Office – Acquire and fill out the Service Request Form and have it received by any IT Services Office personnel	1.1 Provide a copy of the Service Request Form to the concerned employee 1.2 Receive and check all the details supplied in the form and forward the form to any available Computer Technicians of the IT Services Office	None	30 minutes	ITSO Personnel
	2. ITSO Technician's Room -Client hands over the defective or malfunctioning ICT equipment or device to the servicing ITSO Computer Technician			
	2.2 The computer technician conducts repair and		3 days	IT Services Office



	<p>maintenance of the ICT equipment. Depending on the complexity of the service to be done, the service can last from 1 to 3 days.</p> <p>2.2 Once done, the technician returns the serviced ICT device to the requesting client and hands over the completely filled-out Service Request Form to the requesting client to close the request.</p>			<p>Technical Personnel</p> <p>Administrative Aide IV</p> <p>Administrative Aide III</p> <p>Computer Technician</p>
<p>3. Requesting client receives the serviced ICT equipment and fill out the client satisfaction survey embedded in the form to complete the transaction</p>	<p>3.1 Computer Technician receives the completely filled-out form from the requesting client</p>	<p>None</p>	<p>30 minutes</p>	<p>IT Services Office Technical Personnel</p> <p>Administrative Aide IV</p> <p>Administrative Aide III</p> <p>Computer Technician</p>
TOTAL		<p>None</p>	<p>3 days and 2 hours</p>	



2. Service Request for Sound System and Lights setup for various activities

Process for the request for sound system and lights setup for various college events and activities

Office or Division:	Information Technology Services Office			
Classification:	Simple			
Type of Transaction:	Internal and G2C - Government to Citizen			
Who may avail:	All CNSC stakeholders			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Employees, students, and other stakeholders Completely filled-out Request to Conduct Activity Form.			General Services Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. General Services Office – Acquire and fill out the Request to Conduct Activity Form (RCAF)	1.1 GSO personnel checks the availability of the venue being requested in the MyCal Online Application and if available, advises the requesting client to proceed to the IT Services Office	None	1 hour	Central Scheduler from the General Services Office
2. IT Services Office – Technician’s Room – Requesting client shall present the filled-out Request to Conduct Activity Form (RCAF) to the any available technical personnel for the checking of schedule in the MyCal Online Application	2.1 ITSO Technical personnel checks the MyCal Online Application if they can accommodate the request in the chosen date of the requestor, otherwise, the technician suggests for other possible date/s or options to the requesting client. If both parties agree, the technician then signs the Request to Conduct Activity Form (RCAF) and advises the requesting client to proceed to the	None	1 hour	IT Services Office Technical Personnel Administrative Aide IV Administrative Aide III Computer Technician



	General Services Office for the final approval and encoding of the request in the MyCal Online Application.			
3. General Services Office – The requesting client shall proceed to the General Services Office and submit the signed Request to Conduct Activity Form (RCAF) from the IT Services Office technician to the GSO for the final approval	3.1 GSO receives the Request to Conduct Activity Form (RCAF) and signs the GSO approval part in the RCAF and encodes the activity in the MyCal Online Application.	None	1 hour	Central Scheduler from the General Services Office
	3.2 GSO receives the Request to Conduct Activity Form (RCAF) and signs the GSO approval part in the RCAF and encodes the activity in the MyCal Online Application.			
TOTAL		None	3 hours	



Human Resource & Development Office Internal Service



1. Processing of Employees' Personal Records

Request for Service Record, Certificate of Employment, Certificate of no pending case, Certificate of Leave Credits, and Certificate of Leave without pay and other Certifications.

Office or Division:	Human Resource and Development Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Employees, Former Employees, Retirees, Beneficiaries			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Computer connected to the internet		Office connected to the internet in the Main campus		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request document through a computerized system	1.1 HRMO issues/authenticated documents	None	15 minutes	HRMO/ Authorized representative
2. Print and sign the document by the HRMO/Authorized representative		None	5 minutes	HRMO/ Authorized representative
TOTAL		None	20 minutes	



2. Updating of the Employees' Personal Data Sheet

Updating of the Employees' Personal information in the Human Resource Management Information System (HRMIS)

Office or Division:	Human Resource and Development Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Computer connected to the internet		Office connected to the internet		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Login to the Human Resource Management Information System (HRMIS)		None	5 minutes	CNSC Employee
2. Encoding the updated personal information and other details in the HRMIS		None	1 Day	CNSC Employee
3. Print 3 copies and submit the updated PDS to the Human Resource Development Office	3.1 Receive and file the submitted PDS	None	1 Day	CNSC Employee HR Staff
TOTAL		None	2 days and 5 minutes	



General Services Office External Service



A. Request to Conduct Activity (External Renter)

Request to conduct activities that include, external, local, and institutional activities.

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	CNSC Students and other Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request to Conduct Activity Form		General Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filling out of Request to Conduct Activity Form (RCAF) by the requestor/activity proponent	1.1 Issuance of request to conduct activity form. Note: *For other stakeholders, a letter approved by the college president or officer-in charge is required before the issuance of the Request to Conduct Activity Form.	None	30 minutes	Central Scheduler / GSO Clerk / In-charge / IGP
Proceed to IGP for the issuance of the price quotation. Note: *Students requesting for the approval of school related activities may proceed to Step 3.	2.1 Issuance of the price quotations. Note: *All student related activities requested by all recognized student organizations are free of charge. Proceed to the General Services Office for the filling out of Request to Conduct Activity Form. (IGP Personnel will also contact the Central Scheduler for the availability of the requested facility/ amenity before issuing the price quotations.	Price varies on the requested facility/ amenity	30 minutes	IGP Personnel / Officer-in-charge



	2.2. Renter may proceed to the Cashiers Office for the payment of rental fee and for the issuance of Official Receipt based on the issued price quotation	Price varies on the requested facility/ amenity	30 minutes	Cashier
3. Proceed to Information Technology Services Office (ITSO).	3.1 Verification of the availability of technical support by the ITSO Head. (Portion B of the RCAF)	None	1 hour	ITSO Head / ITSO Technical Personnel
4. Proceed to General Services Office	4.1 Verification of the availability of other facilities and amenities (portion C of the RCAF)	None	30 minutes	GSO Head / In-charge / Central Scheduler
5. Submit the duly filled out Request to Conduct Activity Form (RCAF) to Central Scheduler	5.1 Verification of the availability of the requested date.	None	20 minutes	Central Scheduler
	5.2 Approval and posting of the requested schedule to CNSC MyCal.			
	5.3 Recording of the approved scheduled event.	None	5 minutes	Central Scheduler
	5.4 Forwarding of receiving copy of RCAF to the requestor	None	5 minutes	Central Scheduler
TOTAL		None	3 hours and 30 minutes	



B. Issuance of Vehicle Pass Sticker

Sticker pass issued by the College to vehicle owners who regularly enter the campus. This may either be vehicles owned by students or personnel, supplier, contractor, who may have regular transaction in the College.

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	CNSC Students and other Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Vehicle Pass Sticker Application Form		General Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filling out of vehicle pass sticker application form.	1.1 Issuance of vehicle pass sticker application form and checking of the following requirements: Vehicle Certificate of Registration Updated LTO Official Receipt Driver's License Authorization letter from the owner of the vehicle (if not the owner)	None	30 minutes	GSO Clerk / In-charge
2. If the required documents are completed the applicant/requestor may proceed to the Cashiers Office for the payment.	2.1 Issuance issuance of Official Receipt	Price varies on the type of vehicle	30 minutes	Cashier
3. Proceed to General Services Office to submit the duly filled out application form and present the issued Official Receipt from the Cashiers Office for the issuance of the vehicle sticker pass	3.1 GSO Staff shall double check the completeness of the requirements and if the form was properly filled up.	None	30 minutes	GSO Clerk / In-charge



	3.2 Recommend the approval of the issuance	None	5 minutes	GSO Clerk / In-charge
	3.3 Approval and issuance of the vehicle sticker pass	None	5 minutes	GSO Head / GSO Clerk / In-charge
TOTAL			1 hour and 40 minutes	



General Services Office Internal Service



1. Job Order Request

Comprises all preventive, remedial, repair, and upgrade works required for the upkeep and improvement of buildings and their facilities attached to them. This work includes inspection, installation, electrical, painting, carpentry, plumbing, plastering, and tiling.

Office or Division:	General Services Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	CNSC Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Order Request Form		General Services Office		
Inspection Report Form				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Job Order Request Form	1.1 Issuance of job order request form.	None	10 minutes	GSO Maintenance Officer / In-charge
2. Submit the duly filled out Job Order Request Form	2.1 Receive and record the submitted job order request.	None	10 minutes	GSO Maintenance Officer / In-charge
	2.2 Review the submitted Job Order Request	None	20 minutes	GSO Head / Maintenance Officer / In-charge
	2.3 Scheduling of job order request Scheduling of the job order request. Inform the end user of the schedule. (Upon receipt within a day)	None	1 day	GSO Head / Maintenance Officer / In-charge / GSO Personnel
	2.4 Conduct of the requested services (depending on the availability of materials) If emergency (i.e. no power and water supply) the GSO Head will directly order the GSO personnel to do the site inspection and fix the problem.	None	1 - 15 days	GSO Personnel



3. Submission of the completed job order with rating and signed by the requestor	3.1 Recording of the accomplished job order request	None		Maintenance Officer / In-charge
TOTAL		None	16 days and 40 minutes	



2. Request to Conduct Activity

Request to conduct activities that include internal, local, and institutional activities.

Office or Division:	General Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	CNSC Employees and Offices			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Request to Conduct Activity Form			General Services Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Filling out of Request to Conduct Activity Form (RCAF) by the requestor/activity proponent	1.1 Issuance of request to conduct activity form.	None	30 minutes	Central Scheduler / GSO Clerk / In-charge / IGP
	1.2 Verification of the availability of other facilities and amenities (portion C of the RCAF)	None	30 minutes	GSO Head / In-charge / Central Scheduler
2. Proceed to Information Technology Services Office (ITSO).	2.1 Verification of the availability of technical support by the ITSO Head. (Portion B of the RCAF)	None	1 hour	ITSO Head / ITSO Technical Personnel
3. Submit the duly filled out Request to Conduct Activity Form (RCAF) to Central Scheduler	4.1 Checking the availability of the requested date.	None	30 minutes	Central Scheduler
	4.2 Approval and posting of the requested schedule to CNSC MyCal. Note: Special cases that are urgent in nature may be given due consideration subject to the approval of the College President.	None	20 minutes (Posting may sometimes vary on the availability of the internet connection)	Central Scheduler



	4.2 Recording of the approved scheduled event.	None	5 minutes	Central Schedule
	4.3 Forwarding of receiving copy of RCAF to the requestor	None	5 minutes	Central Scheduler
TOTAL		None	3 hours	



Motorpool Office Internal Service



1. Processing of CNSC Vehicle Request

Request College Vehicle for Transporting passengers.

Office or Division:	Motorpool Office			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Proposal/activity/ travel approved by the College President or Concern Authority.		Concerned Office/s		
Travel Order issued by concern authority				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present and submit the requirements to the Motorpool office	1.1 Review of Submitted documents and issuance of certificate of availability of vehicle.	None	30 minutes	Motorpool Staff
	1.2 The motorpool head will forward the request and all attached supporting documents to the office of the Vice President for Administration and Finance for endorsement to the Head of agency. Once approved the Motorpool Office will inform the concerned office.	None	1 day	Motorpool Head and Staff Vice President for Administration and Finance College President
2. Secure trip ticket and fuel withdrawal forms	2.1 Motorpool will issue the following forms: <ul style="list-style-type: none"> • Trip Ticket • Fuel Withdrawal 	None	10 minutes	Motorpool Staff
3. Fill-out and submit the following forms: <ul style="list-style-type: none"> • Trip Ticket • Fuel Withdrawal 	3.1 The Motorpool Head and the Chief Administrative Officer will sign the trip ticket and fuel withdrawal form respectively	None	1 day	Motorpool Head and Chief Administrative Officer
4. Submit the signed trip ticket and fuel withdrawal forms to Motorpool Office	4.1 Received and assign driver	None	30 minutes	Motorpool Head and Staff
TOTAL		None	2 days, 3 hours and 10 minutes	



FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<p>Through officer of the day:</p> <ul style="list-style-type: none"> A. Get a feedback form from the Officer of the Day B. Accomplish form and put it in the drop box <p>Through drop box:</p> <ul style="list-style-type: none"> A. Get a feedback form from the Officer of the Day near the entrance gate B. Accomplish the form and put it in the drop box <p>Through email:</p> <ul style="list-style-type: none"> A. Write comments, feedback, and suggestions and send to president@cnscc.edu.ph <p>Through phone:</p> <ul style="list-style-type: none"> A. Call CNSC Cellphone No. at 09199100324
How feedback is processed	<p>Through officer of the day:</p> <ul style="list-style-type: none"> A. Provides the form for the client to fill-out. B. Retrieves/classifies and summarizes Complaints Endorses/forwards the complaints to the Office of the President C. Takes appropriate action on the Complaint C. Informs the client of the action taken through letter <p>Through drop box:</p> <ul style="list-style-type: none"> A. Gets feedback form from the Officer of the Day near the entrance gate B. Retrieves/ classifies and summarizes complaints C. Endorses/ forwards the complaint to the Office of the President D. Takes appropriate action on the complaint E. Informs the client of the action taken through letter <p>Through Email:</p> <ul style="list-style-type: none"> A. Acknowledges all concern sent by the client through email B. Retrieves/ classifies and summarizes complaints C. Endorses/ forwards the complaints to the Office of the President



FEEDBACK AND COMPLAINTS MECHANISM

	<p>Through Phone:</p> <ul style="list-style-type: none"> A. Acknowledge all concern sent by the client through calling the President Office at 09199100324 B. Take note of the complaints by the President's Secretariat C. Endorse/forward the complaint to the Office of the President D. Take appropriate action on the complaints E. Inform the client of the action taken through letter.
How to file a complaint	<p>Through complaints drop box:</p> <ul style="list-style-type: none"> A. Get Feedback Form from the Officer of the Day B. Accomplish the form and put it in the complaint drop box. <p>Through Email:</p> <ul style="list-style-type: none"> A. Write complaint and send at president@cnscc.edu.ph. <p>Through 8888 Portal:</p>
How complaints are processed	<p>Through complaints drop box:</p> <ul style="list-style-type: none"> A. Get Feedback Form from the Officer of the Day B. Retrieves/classifies and summarizes Complaints C. Endorses/forwards the complaint to the Office of the President D. Takes appropriate action on the complaint E. Informs the client of the action taken through letter



FEEDBACK AND COMPLAINTS MECHANISM	
	<p>Through email:</p> <ul style="list-style-type: none">A. Acknowledges all complaints sent by the client through email.B. Retrieves/classifies and summaries complaintsC. Endorses/forwards the complaint to the PresidentD. Takes appropriate action on the complaint.E. Informs the client of the action taken through a letter. <p>Through phone call:</p> <ul style="list-style-type: none">A. Call the Office of the president's CP Number at 09199100324B. Office of the President's Secretariat will take note of your concerns to complaint form and immediately connects you to Office ConcernedC. If not resolved, you can elevate your concerns to the Office of the PresidentD. A written formal response will be given to you via email in 3 days.
Contact Information of CCB,PCC,ARTA	<p>Ground Floor HPGV Building (Formerly Accelerando), 395 Senator Gil J. Puyat Avenue, 1200 Makati City Philippines</p> <p>info@arta.gov.ph complaints@arta.gov.ph (02) 478-5091 / (02) 478-5099</p>



LIST OF OFFICES		
OFFICES	ADDRESS	CONTACT INFORMATION
Office of the President	Camarines Norte State College F. Pimentel Avenue Brgy. II, Daet Camarines Norte	president@cncs.edu.ph 09199100324
Office of the Vice President for Academic Affairs		vpaa@cncs.edu.ph 0950-371-5876
Office of the Vice President for Administration and Finance		ovpaf@cncs.edu.ph 09391084070
Office of the Vice President for Research and Extension		ovpre@cncs.edu.ph 0920-494-7365
Office of the Chief Administration Officer		cao@cncs.edu.ph 0969-500-1836
Human Resource Development Office		cnschrdo@cncs.edu.ph 09088147918
Accounting Office		accounting@cncs.edu.ph 0995976852
Registrar's Office		registrar.main@cncs.edu.ph 09088147920
Auxiliary Services / Income Generating Projects		baasd@cncs.edu.ph 09175015968
Medical and Dental Services		medicaldentalteam@cncs.edu.ph 09326688091
Guidance and Testing & Admission Office		gco@cncs.edu.ph



Prepared by the Ad Hoc Committee for the creation of Citizen's Charter Handbook:

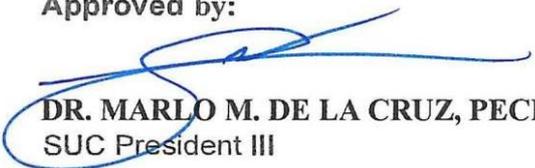
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CAMARINES NORTE STATE COLLEGE

CITIZEN'S CHARTER

2025 - 1ST EDITION