



CAMARINES NORTE STATE COLLEGE

CITIZEN'S CHARTER
2021 (1ST Edition)



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.



LIST OF SERVICES

Frontline Services	
Registrar	5
Enrollment/Registration:	
A. New Student	6
B. Transferee	8
C. Old Student	10
D. Returnee	11
E. Shifter	13
Issuance of Transcript of Records	15
Issuance of Certification, Authentication, and Verification (CAV)	17
Authentication of Documents	19
Processing and Issuance of Honorable Dismissal / Transfer	20
Credentials / Various Certificate	22
Evaluation of Student Records	23
Re-issuance of Diploma	24
Student Services and Development	25
Request for Certificate of Student Assistantship	26
Request for Certificate of Protection Plan Insurance	27
Request for Scholarship Certification	28
Guidance, Testing, and Admission	29
College Admission Test Requirements	30
Request for Certificate of Good Moral Character	31
Testing Services	33
Admission of New Students	35
Counselling Service	36
Medical and Dental Services	37
Provision of Medical and Dental Consultation and Releasing of Medical or Dental Certificates (Physical consultation)	38
Provision and Release of Medicines	39
Provision of First Aid Treatment	41
Online Services	42
Accounting	43
Verifying of Student Accounts	44
Signing of Student Clearance Account	45
Auxiliary Services and Income Generating Projects	46
Ladies Dormitory Occupancy	48
Hostel Reservation/Accommodation	50
Printing Services	51
Catering Services	52
Rental of Facilities and Other Amenities	53
Purchasing of Garments	54
Human Resource Department	55
Processing of Employees' Personal Records	55



Registrar Internal 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>		Guidance, Testing and Admission Office		
		School last attended		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
On-Site Submit all the required documents	Receive and check the duly accomplished admission slip	None	5-10 minutes	- Ms. Haide H. Espina - Ms. Hazel Zyra B. Elep - Designated Enrolling Officer per College
Online Login using applicant Id or control number on the computerized system provided by the college	Create a student account. Identify and encode subjects with corresponding schedules and fees		10-15 minutes	
2. Pay the required fees (if applicable)	2.1 Receive payment and issue official receipt of payment	Computed fees(if applicable)	3-5 minutes	Cashier



<p>3. Present the official receipt for the issuance of the registration form</p> <p><i>*Online*</i> Using personal user ID and password, check the status of registered/enrolled subjects in SIAS.</p>	<p>3.1 Check the official receipt</p> <p>3.2 Print and sign the registration form</p> <p>Advise students to check the status of registered/enrolled subjects.</p>	<p>None</p>	<p>5-10 minutes</p>	<p>- Ms. Haide H. Espina - Ms. Hazel Zyra B. Elep - Designated Enrolling Officer per College</p>
<p>TOTAL</p>		<p>None</p>	<p>40 Minutes</p>	

To prevent the spread of COVID19, students and clients should use the CNSC Online Appointment Form before entering campus.

Proper health protocols are followed in transacting face-to-face transactions for both clients and personnel to reduce the risk of COVID-19 exposure and spread.



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	Check and verify the subjects for enrollment (and, if necessary, recommend the student for validation)	None	30 minutes to 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.	Receive and check the submitted documents Assign student number Encode subjects with the corresponding schedule and fees	None	5-10 minutes 10-15 minutes	- Ms. Haide H. Espina - Ms. Hazel Zyra B. Elep - Designated Enrolling Officer per College
3. Pay the required fees (if applicable)	Receive payment and issue a receipt	Computed fees (if applicable)	3-5 minutes	Cashier
4. Present the Official receipt of payment for the issuance of the registration form	Check the official receipt of payment Print and sign the registration form Issuance of the registration form	None	5-10 minutes	- Ms. Haide H. Espina - Ms. Hazel Zyra B. Elep - Designated Enrolling Officer per College



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	

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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		MIS		
2. Pre-Registration Form		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>*On-Site* 1. Present School ID</p> <p>*Online* Login using student number on the computerized system provided by the college</p> <p>1.1 For Irregular Students: Submit duly accomplished pre-registration form duly signed by the program chairperson</p>	<p>Identify and encode subjects with the corresponding schedule and fees</p> <p>Evaluate and identify subjects to be enrolled</p>	None	<p>10-15 minutes</p> <p>30 minutes to 1 hour</p>	<p>- Ms. Haide H. Espina - Ms. Hazel Zyra B. Elep - Designated Enrolling Officer per College</p>
Pay the required fees (if applicable)	Receive payment and issue an official receipt	Computed fees (if applicable)	3-5 minutes	Cashier
Present the Official receipt of payment for the issuance of the registration form	<p>Check the official receipt of payment</p> <p>Print and sign the registration form</p> <p>Issuance of the registration form</p>	None	5-10 minutes	<p>- Ms. Haide H. Espina - Ms. Hazel Zyra B. Elep - Designated Enrolling Officer per College</p>
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		Management Information System Office (MIS)		
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	Receive and check requirements	None	5- 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	Receive and check requirements Evaluate student academic records for enrollment purposes	None	30 minutes to 1 hour	- Ms. Haide H. Espina - Ms. Hazel Zyra B. Elep - Designated Enrolling Officer per College
3. Pay the required fees (if applicable)	Receive payment and issue an official receipt	Computed fees (if applicable)	3-5 minutes	Cashier



<p>4. Present the official receipt of payment for the issuance of the registration form</p> <p>*Online* 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>5-10 minutes</p>	<p>- Ms. Haide H. Espina - Ms. Hazel Zyra B. Elep - Designated Enrolling Officer per College</p>
<p>TOTAL</p>			<p>1 hour, 25 minutes</p>	

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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	30 minutes to 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	10-15 minutes	- Ms. Haide H. Espina - Ms. Hazel Zyra B. Elep - Designated Enrolling Officer per College
3. Pay the required fees (if applicable)	Receive payment and issue an official receipt	Computed fees (if applicable)	3-5 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		5 to 10 minutes	- Ms. Haide H. Espina - Ms. Hazel Zyra B. Elep - 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		- Ms. Haide H. Espina - Ms. Hazel Zyra B. Elep - Designated Enrolling Officer per College
TOTAL			1 hour, 30 minutes	

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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	Receive and review the required requirements and check the completeness (inform the client of the lacking requirement/s (if applicable), Process the requested transcript of records Check the accuracy and completeness of the TOR	None	3-4 days	- Ms. Barbie Mae E. Rosales - Mr. Mark Joseph D. Mapada - Ms. Barbie Mae E. Rosales - Mr. Mark Joseph D. Mapada - Mrs. Sheila P. Sapusao
2. Pay the required fees	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	Release TOR to the student/alumni	None	2-3 minutes	
TOTAL			6 days and 10 minutes	

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7. Issuance 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	- Ms. Barbie Mae E. Rosales - Mr. Mark Joseph D. Mapada
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 authentication fee	3-5 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	10-15 minutes	- Ms. Barbie Mae E. Rosales - Mr. Mark Joseph D. Mapada



4. Claim the document on the date/time of release	Release the requested document to the client	None	3-5 minutes	- Ms. Barbie Mae E. Rosales - Mr. Mark Joseph D. Mapada
TOTAL			30 minutes	

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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
Fill-out the request form and present the documents (original and photocopy)	1.1 Checks the authenticity of the documents	None	5 minutes	- Mr. Mark Joseph D. Mapada - Ms. Barbie Mae E. Rosales - Ms. Hazel Zyra B. Elep - Ms. Haide H. Espina
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
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	- Ms. Barbie Mae E. Rosales - Ms. Hazel Zyra B. Elep - Ms. Haide H. Espina - Mr. Mark Joseph D. Mapada - Mrs. Sheila P. Sapusao
Claim authenticated document and sign in the logbook	Record the document in the logbook for release	None	5 minutes	- Mr. Mark Joseph D. Mapada - Ms. Barbie Mae E. Rosales - Ms. Hazel Zyra B. Elep - Ms. Haide H. Espina
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	- Ms. Barbie Mae E. Rosales - Mr. Mark Joseph D. Mapada
2. Pay the required fees	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	Process the requested document Check the accuracy and completeness of the requested document Inform client on the date/time of release	None		- Ms. Barbie Mae E. Rosales - Mr. Mark Joseph D. Mapada



4. Claim the document on the date/time of release	Release the requested document to the client	None		- Ms. Barbie Mae E. Rosales - Mr. Mark Joseph D. Mapada
TOTAL			5 working days	



10. 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		Management Information System Office		
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	-Mrs. Sheila P. Sapusao - Ms. Haide H. Espina - Ms. Hazel Zyra B. Elep
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	-Mrs. Sheila P. Sapusao - Ms. Haide H. Espina - Ms. Hazel Zyra B. Elep
TOTAL			30 minutes	



11. 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	Check completeness of the requirements Check student's record for assessment and verification	None		-Ms. Barbie Mae E. Rosales -Mr. Mark Joseph D. Mapada
2. Pay the required fees	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)	Process the document Advise requestor regarding the processing time for re-issuance of diploma Inform client on the date/time of release	None		- Ms. Barbie Mae E. Rosales - Mr. Mark Joseph D. Mapada
4. Claim the document and sign in the logbook	Release the requested document to the client	None		Ms. Barbie Mae E. Rosales - Mr. Mark Joseph D. Mapada
TOTAL			7 working days	



Student Services & Development Internal 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		
Request Letter (1 original)		To be submitted by the client/ student		
All contracts since being hired as SA (1 photocopy of each)		To be submitted by the client/ student		
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 1.2. Prepare and prints out the certificate for the signature of the OSSSD 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. Sign in the logbook	2.1. Issue/ release of documents upon signature of the OSSD/ OIC	None	5 mins	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 1.2 Prepares 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
TOTAL		None	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	None	5 mins	OSSD Staff
	1.2. Prepare 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 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
	1. Issue/ release of documents upon signature of the OSSD/ OIC			
TOTAL		None	15 minutes	



Guidance, Testing & Admission Office Internal 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	Check/monitor the system of online registration through the admin portal	None	Minimum of 5 minutes (depends on the service of the Internet connection)	Office Assistant
2. Submit the required documents based on the date the applicant has chosen at the Guidance, Testing, and Admission Office	Receive the required documents and check for completeness and validity.			
3. Check/verify examination date through applicant's portal	Assign the examination date of the applicant			
4. Return on the examination date, 30 minutes ahead of time schedule	Note: CNSC waives College Admission Test during Pandemic. A new admission standard is applied			
TOTAL		None	5 minutes	



2. Request for Certificate of Good Moral Character

Request for Good Character by former students, graduates, and presently enrolled students of CNC 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	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	Check the official receipt of payment Process the request			Student Assistant/ Guidance Counselor
3. Client/student sign in the logbook	Issue/release request to the student			
4. Proceed to the office of the Registrar to secure "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	Schedule Test administration	None	3 minutes	Guidance Counselor
2. Return on scheduled date and time for test	Conduct the test		1 hour	Guidance Counselor
3. Sign in the logbook	Log in transaction		1 minute	Guidance Counselor
4. Comeback for the result on the specified date	Interpret test results to students		15 minutes	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 a 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	Check confirmation in the OAS	None		Office Assistant
2. Present all the requirements for evaluation	Evaluate the completeness of the credentials presented		10 minutes	
3. Secure Admission Slip	Issue Admission Slip			
4. Sign in the logbook	Log in the transaction			
Basic Education				
1. Present confirmation slip	Check confirmation slip	None	10 minutes	Guidance Counselor (College of Education)
2. Present all the requirements for evaluation	Evaluate the completeness of the requirements presented			
3. Secure Admission slip	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 a 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	Receive the request and conduct the initial interview.	None	5 minutes	Guidance Counselor
2. Attend Counseling	Conduct counseling session		30 minutes	
3. Sign in the transaction logbook	Log in transaction		3 minutes	
Referral				
1. Referring party fill out the referral form	Receive the referral Form		5 minutes	Guidance counselor
2. Sign in the logbook	Issue/send call /interview slip to the Student		2 Minutes	
3. Present the Call Slip received	Conduct counseling to the referred student		30 minutes	
<p>CNSC E-counseling- a Facebook page created for the students that will assist their concern and serve as a channel to address anxiety and other emotional problems, especially during this time of the pandemic</p>				



Clients Step				
1. Open Facebook page; CNSC E-counseling	Query or concern made by the students will be answered or attended by the concerned Guidance Counselor		Within 24 hrs.	Assigned Guidance Counselor
2 Concerns may be directed /shared to the Facebook page				
TOTAL			1 Day, 1 Hour, 15 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	Received queries and release application form	None	10 minutes	Guidance Counselor and Office Assistant
2. Present official receipt of payment	Copy of Official Receipt number		1 minute	
3. Submit requirements	Received and processed application form		5 minutes	
4. Secure Notice of Test indicating time, date and room number	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 Services Internal 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)	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	2.4 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	FEES 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	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) 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)	Validate the accomplished record on the student portal	None	5-15 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 the 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 Internal 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	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				
4. 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. 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. Give the Client Log Book			
3. Sign in the Client Log Book	3. 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	Receive the request letter.	None	1 minute	IGP/ASD clerk
	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	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 acknowledgment 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 pleasing 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)		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. Request for Purchase Request and Menu Form	1.1 Issuance of Purchase Request and Menu Form	None	3 minutes	IGP/ASD Clerk
2. Submit the duly filled-out Menu form and purchase request	2.1 Receive the purchase request and menu form.	None	15 minutes	IGP/ASD Director
	2.2 Issuance of notice of information for approval or disapproval.		20 Minutes	Canteen in-charge or IGP/ ASD Director
	2.3 Reservation of the Request		5 Minutes	Canteen 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	10 minutes	Cashier
4. Submit a copy of the Official Receipt	Recording of Payment	None	3 minutes	IGP/ASD Clerk
TOTAL		None	44 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
	2.1 Receive the purchase request and menu form		15 minutes	College President
2. Submit approved request letter	3.1 Issuance of Order of Payment	Price varies on the requested Amenities/ facilities	2 Minutes	IGP/ASD Clerk
	3.2 Processing of payment and issuance of Official Receipt		10 minutes	Cashier
3. Submit a copy of the Official Receipt	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	



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. For non-employees - Letter request approved by the College President (1 original)		Cashier		
2. For employees-RDI (1 original)		IGP / Auxiliary Services Division Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
A. Request to HRMO	HRMO issues / authenticated Documents	None	50 minutes	HRMO
TOTAL		None	50 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 PICRO 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 09190042141
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 PICRO 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 hotline at 09190042141 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 VPAF B. Accomplish the form and put it in the complaint drop box. <p>Through Chief Administrative Officer:</p> <ul style="list-style-type: none"> A. Get Feedback Form from the CAO B. Accomplish 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.
How complaints are processed	<p>Through complaints drop box:</p> <ul style="list-style-type: none"> A. Gets Feedback form from the VPAF 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

Through Chief Administrative Officer:

- A. Gets feedback form from the CAO Office
- 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

Through email:

- A. Acknowledges all complaints sent by the client through email.
- B. Retrieves/classifies and summaries complaints
- C. Endorses/forwards the complaint to the President
- D. Takes appropriate action on the complaint.
- E. Informs the client of the action taken through a letter.

Through phone call:

- A. Call the Office of the president's hotline at 09190042141
- B. Office of the President's Secretariat will take note of your concerns to complaint form and immediately connects you to Office Concerned
- C. If not resolved, you can elevate your concerns to the Office of the President
- D. A written formal response will be given to you via email in 3 days.

Contact Information of CCB,PCC,ARTA

Ground Floor HPGV Building
(Formerly Accelerando), 395 Senator Gil J. Puyat Avenue, 1200 Makati City Philippines

info@arta.gov.p

complaints@arta.gov.ph

(02) 478-5091 / (02) 478-5099



LIST OF OFFICES		
OFFICES	ADDRESS	EMAIL ADDRESS
Office of the President	Camarines Norte State College F. Pimentel Avenue Brgy. II, Daet Camarines Norte	president@cns.edu.ph
Office of the Vice President for Academic Affairs		vpaa@cns.edu.ph
Office of the Vice President for Administration and Finance		cnscovpaf@gmail.com
Office of the Vice President for Research and Extension		ovprecnsc2021@gmail.com
Office of the Chief Administration Officer		caofficer2012@gmail.com
Human Resource Development Office		cnschrdo2018@gmail.com
Accounting Office		cnsacctgoffice@gmail.com
Registrar's Office		Cnscregistrarsoffice@gmail.com
Auxiliary Services / Income Generating Projects		igpauxiliary@gmail.com
Medical and Dental Services		medical.dentalcns@gmail.com
Guidance and Testing & Admission Office		guidancetestingandadmission@gmail.com



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

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