Citizens’ Charter

“A tool for honesty, integrity, transparency and accountability towards good governance in the Public Service”
BRIEF PROFILE

The University of Southeastern Philippines (USEP) is a regional state university created in 1978 through Batas Pambansa Bilang 12. The University is an integration of four state institutions, particularly, the Mindanao State University-Davao (MSU-Davao), the University of the Philippines-Master of Management Program in Davao (UPMMMPD), the Davao School of Arts and Trades (DSAT), and the Davao National Regional Agricultural School (DNRAS).

The University has five campuses, namely: Obrero (main) and Mintal Campuses in Davao City; Tagum-Mabini Campus which has two units—one in Tagum City and one in Compostela Valley Province; and Bislig Campus in Surigao del Sur.

VISION

A Premiere University in the ASEAN Region. By becoming a premier university in the ASEAN Region, the USEP shall be a center of excellence and development, responsive and adaptive to fast-changing environments. USEP shall also be known as the leading university in the country that fosters innovation and applies knowledge to create value towards social, economic, and technological developments.

MISSION

Particularly USEP is committed to:

- Provide quality education for students to grow in knowledge, promote their well-rounded development, and make them globally competitive in the world of work;
- Engage in high impact research, not only for knowledge’s sake but also for its practical benefits to society; and
- Promote entrepreneurship and industry collaboration.

SERVICE PLEDGE

U – phold its mission of providing quality education at affordable cost

S – sustain its competitive advantage in highly satisfactory performance in standardized examinations in the field of engineering, forestry, agriculture and education

E – engage in the expansion of strong Research, Development, and Extension (RDE) programs with competent human resource and responsive and relevant researches that are adopted and utilized for development.

P - produce globally competitive and morally upright graduates.
PLEDGE OF COMMITMENT

We, recognizing the importance of our responsibility as frontline service providers of the University of Southeastern Philippines, do hereby pledge to carry out our duties and obligations, as such.

We commit:

1. To oversee that the charter of our respective offices shall be implemented properly and at all times;
2. That we will at all times conduct the services of our offices in an ethical and professional manner;
3. That we shall treat our clients with high respect and courtesy;
4. That we shall at all times perform the duties expected of us with integrity, honesty and diligence.

We further commit to:

1. Act promptly on letters and requests;
2. Process documents expeditiously;
3. Act immediately on the public’s personal transactions;
4. Make documents accessible to the public.
LIST OF FRONTLINE SERVICES

COLLEGE GUIDANCE OFFICE (CGO)
1. Filing of USEPAT Application
2. Issuance of USEPAT Official Result
3. Issuance of Certificate of Good Moral Character
4. Issuance of Certificate of Test Results
5. Posting of Job Vacancies

OFFICE OF STUDENT AFFAIRS (OSA)
1. Affidavit for lost ID
2. Request for Temporary Exemption from Wearing School Uniform
3. Filing of Complaint Against Student

OFFICE OF ADMISSION AND STUDENT RECORDS (OASR)
1. Enrollment
2. Application for Request of Documents
   - Transcript of Records
   - Honororable Dismissal / Certificate of Transfer Credentials
   - Certifications
     Grades: No Objection
     GWA: English as medium of instruction
     CAV: Bonafide student
   - Earned Units: Graduation
   - Diploma
   - Certifications
3. Claiming of Requested Documents
4. Application for Re-Issuance of Diploma
5. Authentication of Documents (TOR, Certifications)
6. Application for Correction of Name, Date and Place of Birth
7. Application for Completion of INC grades

LIBRARY SERVICES
1. Application of New Library Card
2. Library Card Application for Renewal/Replacement
3. Borrowing/Returning of Books

FINANCE DIVISION
1. Issuance of Certificate of Outstanding Balance
2. Signing of Clearance Form
3. Request for Statement of Accounts
4. Posting of Record of Scholar
5. Receiving Payments
6. Releasing of Checks
COLLEGE GUIDANCE OFFICE (CGO)

Title of Frontline Service: **Filing of USEPAT application**

**Schedule of Availability:** (Testing Season: January - April)
- Monday – FRIDAY, 8:00am; 5:00pm (Subject for Approval)

**Who may avail of the service?**
- Incoming students

**What are the requirements?**
- Certification from principal that the student belongs to graduating class (for graduating)
- TOR (for transferee)
- High school card (for out of school youth)
- 2 pcs 1x1 ID picture recent
- Online registration @ [www.usep.edu.ph/usepat](http://www.usep.edu.ph/usepat)

**Duration:** 10 minutes

**Fee/Charge:** Php 215.00 (subject to change)

**How to avail of the service?**

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity (in normal circumstances)</th>
<th>Person in-charge</th>
<th>Form / Documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Register online</td>
<td>Verify the documents presented Issue Payment Order Slip (POS)</td>
<td></td>
<td>student</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Present the required documents</td>
<td>Acknowledge OR Issue application Form Verify the registration online</td>
<td>4 minutes</td>
<td>clerk</td>
<td>POS</td>
</tr>
<tr>
<td>3</td>
<td>Proceed to Cashier’s Office for payment</td>
<td></td>
<td></td>
<td>application form</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Present the OR to UGTO</td>
<td>Acknowledge OR Issue application Form Verify the registration online</td>
<td>2 minute</td>
<td>clerk</td>
<td>application form</td>
</tr>
<tr>
<td>5</td>
<td>Accomplished USEPAT application form</td>
<td>Verify the data on the application form</td>
<td>5 minutes</td>
<td>clerk</td>
<td>Accomplished applicant form</td>
</tr>
<tr>
<td></td>
<td>Secure Exam Permit</td>
<td>Determine the test schedule &amp; room number</td>
<td>2 minutes</td>
<td>Clerk</td>
<td>Exam permit with OR stamped, “ISSUED”</td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**
Title of Frontline Service: **Issuance of USEPAT Official Result**

**Schedule of Availability:** (Testing Season: January- April)
- Monday – Friday, 8:00am-5:00pm
- Saturday (subject for approval): 8:00-12:00

**Who may avail of the service:**
- Incoming Students
- Authorized representative

**What are the requirements:**
- Exam permit or School ID

**Duration:** 4.5 minutes

**Fee/Charge:** None

**How to avail of the service?**

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity (in normal circumstances)</th>
<th>Person in-charge</th>
<th>Form / Documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Present the required documents</td>
<td>Verify the examinee’s result from the system and print report</td>
<td>3 minutes</td>
<td>Clerk</td>
<td>Printout of Official result</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Receive the printout of the Official result and sign in the logbook</td>
<td>See to it that client prints his/her name legibly and affix signature</td>
<td>1 minute</td>
<td>Guidance Counselor</td>
<td>Official result</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**
Title of Frontline Service: **Issuance of Certificate of Good Moral Character**

**Schedule of Availability:**
- Monday – Friday, 8:00am-5:00pm

**Who may avail of the service:**
- Students / Alumni

**What are the requirements:**
- Student Clearance form
- Student ID
- Check with the enrollment system or verify from Registrar’s office or Transcript of Record (whatever is available)
- 1 pc documentary stamp

**Duration:** 18 minutes

**Fee/Charge:** Php70.00 (subject to change)

**How to avail of the service?**

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity (in normal circumstances)</th>
<th>Person in-charge</th>
<th>Form / Documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Accomplish &amp; submit Exit Form</td>
<td>Evaluates the request; verifies records of student behavior</td>
<td>10 minutes</td>
<td>Clerk</td>
<td>Exit form</td>
</tr>
<tr>
<td>2</td>
<td>Issuance of POS</td>
<td>Assess payment</td>
<td>1 minute</td>
<td>Clerk</td>
<td>POS</td>
</tr>
<tr>
<td>3</td>
<td>Proceed Cashier’s Office for payment</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Present the OR to Guidance Office</td>
<td>Acknowledges OR</td>
<td>1 minute</td>
<td>Clerk</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Secure the Certificate of Good Moral Character</td>
<td>Issue certificate of Good Moral Character with school seal; and returns OR to requesting party, stamped with “ISSUED”</td>
<td>5 minutes</td>
<td>Clerk Counselor</td>
<td>Certificate of Good Moral Character</td>
</tr>
<tr>
<td>6</td>
<td>Sign in the Logbook</td>
<td>Verify if requesting party has signed the logbook properly</td>
<td>1 minute</td>
<td>Clerk</td>
<td>Certificate of good moral character</td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**
Title of Frontline Service: **Issuance of Certificate of Test Result**

**Schedule of Availability:**
- Monday – Friday, 8:00am-5:00pm

**Who may avail of the service:**
- Students
- Authorized representative of student

**What are the requirements: (Any of the following)**
- Exam permit
- Authorization letter

**Duration:** 16.5 minutes

**Fee/Charge:** Php 66.00

**How to avail of the service?**

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity (in normal circumstances)</th>
<th>Person in-charge</th>
<th>Form / Documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Present exam permit or any of the requirements</td>
<td>Verify results from the system Issuance of POS</td>
<td>10 minutes</td>
<td>Counselor/clerk</td>
<td>POS</td>
</tr>
<tr>
<td>2</td>
<td>Proceed Cashier’s Office for payment</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Present the OR to UGTO</td>
<td>Acknowledges OR</td>
<td>30 seconds</td>
<td>Clerk/counselor</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Secure the Certificate of Test result</td>
<td>Issue certificate of Test result; and returns OR to requesting party, stamped with “ISSUED”</td>
<td>5 minutes</td>
<td>Clerk/counselor</td>
<td>Certificate of Test result</td>
</tr>
<tr>
<td>5</td>
<td>Sign in the Logbook</td>
<td>Verify if requesting party has signed the logbook properly</td>
<td>1 minute</td>
<td>Clerk</td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**
Title of Frontline Service: **Posting of Job Vacancies**

**Schedule of Availability:**
- ✓ Monday – Friday, 8:00am-5:00pm

**Key Person:**
- ✓ Clerk

**Who may avail of the service:**
- ✓ Companies

**What are the requirements:**
- ✓ Business permit

**Duration:** 6 minutes

**Fee/Charge:** None

**How to avail of the service?**

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity (in normal circumstances)</th>
<th>Person in-charge</th>
<th>Form / Documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Present the Ads</td>
<td>Verify if the company has submitted business permit (for regular client);</td>
<td>3 minutes</td>
<td>Clerk</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Present Business Permit</td>
<td>File the business permit</td>
<td>2 minutes</td>
<td>Clerk</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Sign in the logbook</td>
<td>Stamp the ads “approved for posting”; post them to designated bulletin board</td>
<td>1 minute</td>
<td>Clerk</td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**
FINANCE OFFICE

Title of Frontline Service: Issuance of Outstanding Balance

Schedule of Availability of Service:
✓ Monday – Friday, 8:00am-5:00pm

Who may avail of the service:
✓ Students, Parents, Guardians

What are the requirements:
✓ Student ID

Duration: 2 minutes

How to avail of the service?

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity (in normal circumstances)</th>
<th>Person in-charge</th>
<th>Form / Documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Present Identification Card</td>
<td>Checks ledger on the existing balance of the student</td>
<td>2 minutes</td>
<td>Student Account Clerk</td>
<td>Certificate of Outstanding Balance</td>
</tr>
</tbody>
</table>

END OF TRANSACTION
Title of Frontline Service: **Signing of Students Clearance**

**Schedule of Availability of Service:**
- Monday – Friday, 8:00am-5:00pm

**Who may avail of the Service:**
- Students

**What are the requirements:**
- Student ID
- Students clearance form
- Fully paid account

**Duration:** 3 minutes

**How to avail of the service?**

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity (in normal circumstances)</th>
<th>Person in-charge</th>
<th>Form / Documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Present Clearance form</td>
<td>Checks ledger on the existing balance of the student</td>
<td>2 minutes</td>
<td>Student Account Clerk</td>
<td>Certificate of Outstanding Balance</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>Signs the form</td>
<td>1 minute</td>
<td>Student Account Clerk</td>
<td>Signed clearance form</td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**
Title of Frontline Service: **Request for Statement of Account**

**Schedule of Availability of Service:**
- ✔ Monday – Friday, 8:00am-5:00pm

**Who may avail of the service:**
- ✔ Students

**What are the requirements:**
- ✔ Student ID
- ✔ O.R. (Receipts) payment for Statement of Accounts

**Duration:** 15 minutes

**How to avail of the service?**

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity (in normal circumstances)</th>
<th>Person in-charge</th>
<th>Form / Documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Present Request for Statement of Account</td>
<td>Checks ledger on the existing balance of the student</td>
<td>2 minutes</td>
<td>Student Account Clerk</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td>Prepare the Statement of Accounts</td>
<td>2 minute</td>
<td>Student Account Clerk</td>
<td>Statement of Account</td>
</tr>
</tbody>
</table>
Title of Frontline Service: **Posting of Record of Scholar**

**Schedule of Availability of Service:**
- ✓ Monday – Friday, 8:00am-5:00pm

**Who may avail of the service:**
- ✓ Students

**What are the requirements:**
- ✓ Student ID
- ✓ Approved C.O.R.

**Duration:** 3 minutes

**How to avail of the service?**

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity (in normal circumstances)</th>
<th>Person in-charge</th>
<th>Form / Documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Present Validated scholarship form</td>
<td>Verify on the authenticity of the scholarship documents</td>
<td>3 minutes</td>
<td></td>
<td>Signed Form</td>
</tr>
<tr>
<td>2</td>
<td>Presents signed C.O.R.</td>
<td></td>
<td></td>
<td>Designated collecting officer</td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**
Title of Frontline Service: **Receiving of payment**

**Schedule of Availability of Service:**
- Monday – Friday, 8:00am-5:00pm

**Who may avail of the service:**
- Students and other clients

**What are the requirements:**
- Payment Order Slip (POS) or Certificate of Registration (COR)

**Duration:** 3 minutes

**How to avail of the service?**

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity (in normal circumstances)</th>
<th>Person in-charge</th>
<th>Form / Documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Submits Payment Order Slip (POS) or Presents Certificate of Registration from Respective Colleges</td>
<td>Receives payment and Issues official receipt to client</td>
<td>3 minutes</td>
<td>Designated collecting officer</td>
<td>Official receipt</td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**
Title of Frontline Service: **Releasing of Check**

**Schedule of Availability of Service:**
- Monday – Friday, 8:00am-5:00pm

**Who may avail of the service:**
- Students and other clients

**What are the requirements:**
- Student ID for students and any valid ID’s for the clients

**Duration:** 3 minutes

**How to avail of the service?**

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity (in normal circumstances)</th>
<th>Person in-charge</th>
<th>Form / Documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Presents ID for proper identification</td>
<td>Releases respective checks</td>
<td>3 minutes</td>
<td>Designated Spl. Disbursing officer</td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**
**OFFICE OF ADMISSION AND STUDENT'S RECORDS (OASR)**

**Title of Frontline Service:** Enrollment of New, Transferee and Old Students

**Schedule of Availability of Service:** Enrollment period

**Who May Avail of the Service:** New, old and transferee students

**What are the Requirements:**

<table>
<thead>
<tr>
<th>For New Students</th>
<th>For Transferee Students</th>
<th>For Old Students</th>
</tr>
</thead>
<tbody>
<tr>
<td>Form 138 or Report Card</td>
<td>Honorable Dismissal or Certificate of Transfer Credentials</td>
<td>University Clearance</td>
</tr>
<tr>
<td>Certificate of Good Moral Character</td>
<td></td>
<td>University ID</td>
</tr>
<tr>
<td>NSO Birth Certificate</td>
<td>Informative copy of Transcript of Records</td>
<td>Official Receipt (OR)</td>
</tr>
<tr>
<td>Medical Certificate</td>
<td>NSO Birth Certificate</td>
<td>Scholarship Card (for Scholars)</td>
</tr>
<tr>
<td>USEPAT Result</td>
<td>Medical Certificate</td>
<td></td>
</tr>
<tr>
<td>Admission Slip</td>
<td>USEPAT Result</td>
<td></td>
</tr>
<tr>
<td>Prospectus</td>
<td>Admission Slip</td>
<td></td>
</tr>
<tr>
<td>2 pcs. 2x2 picture</td>
<td>Prospectus</td>
<td></td>
</tr>
<tr>
<td>2 pcs long brown envelope</td>
<td>2 pcs long brown envelope</td>
<td></td>
</tr>
<tr>
<td>Official Receipt (OR)</td>
<td>2 pcs. 2x2 pictures</td>
<td></td>
</tr>
<tr>
<td>Scholarship Card (for Scholars)</td>
<td>Official Receipt (OR)</td>
<td></td>
</tr>
</tbody>
</table>

**Duration:** 6-7 minutes

**How to avail of the service?**

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity (in normal circumstances)</th>
<th>Person in-charge</th>
<th>Form / Documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Submits all the requirements to the designated counters</td>
<td>Accepts and checks authenticity of the submitted documents</td>
<td>3 minutes</td>
<td>Counter In-charge</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Posts student for official enrollment and prints the Certificate of Registration (COR). Validates University ID.</td>
<td></td>
<td>2-3 minutes</td>
<td>Counter In-charge</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Affix signature at the COR (Registrar’s &amp; Student’s Copy)</td>
<td>Issues the student’s copy of the COR and the validated University ID</td>
<td>1 minute</td>
<td>Counter In-charge</td>
<td>COR (Student’s copy) &amp; Validated ID</td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**
Title of Frontline Service: Application for Request of Documents
(Transcript of Records, Honorable Dismissal, Diploma & Certifications)

Schedule of Availability of Service:
✓ Monday – Friday 8:00am – 5:00pm

Who May Avail of the Service:
✓ All students
✓ Alumni

What are the Requirements:

<table>
<thead>
<tr>
<th>For Honorable Dismissal</th>
<th>For Transcript of Records, Diploma &amp; Certifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>University Clearance and ID</td>
<td>University Clearance</td>
</tr>
<tr>
<td>Official Receipt (OR)</td>
<td>Official Receipt (OR)</td>
</tr>
<tr>
<td>Mailing Stamps</td>
<td>Documentary stamps</td>
</tr>
<tr>
<td>Documentary Stamps</td>
<td>Valid ID</td>
</tr>
<tr>
<td>Valid ID</td>
<td></td>
</tr>
</tbody>
</table>

Duration: 17-24 minutes

<table>
<thead>
<tr>
<th>Document</th>
<th>Documents Fees</th>
<th>Processing Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transcript of Records</td>
<td>Php70.00 per page</td>
<td>5-10 working days</td>
</tr>
<tr>
<td>Honorable Dismissal</td>
<td>Php70.00 (undergrad)</td>
<td>3-5 working days</td>
</tr>
<tr>
<td></td>
<td>Php100.00 (graduate)</td>
<td>3-5 working days</td>
</tr>
<tr>
<td>Diploma</td>
<td>----</td>
<td>Availability of diploma</td>
</tr>
<tr>
<td>Certifications</td>
<td>Php70.00</td>
<td>3-5 working days</td>
</tr>
<tr>
<td>Grades</td>
<td>Bonafide Student</td>
<td></td>
</tr>
<tr>
<td>CAV</td>
<td>Graduation</td>
<td></td>
</tr>
<tr>
<td>GWA</td>
<td>English as medium of instruction</td>
<td></td>
</tr>
<tr>
<td>No objection</td>
<td>Earned Units</td>
<td></td>
</tr>
</tbody>
</table>
## How to avail of the service?

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity (in normal circumstances)</th>
<th>Person in-charge</th>
<th>Form / Documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Presents valid ID to the Receiving Counter In-charge And state what document/s to request and the purpose of requesting</td>
<td>Pulls out student’s file and evaluates as to completeness and authenticity of academic Credentials.</td>
<td>5-10 minutes</td>
<td>Receiving Counter In-Charge</td>
<td>Request Form and Requirement Checklist</td>
</tr>
</tbody>
</table>
| 2    | Fills up request form and comply the additional requirements before submitting it to the Receiving Counter In-charge. | • If found complete and authentic, issues request form and requirement checklist depending on the document requested.  
• If there is/are problem/son her/his credentials, Explains problem/s to the client and issue requirement checklist. | 3-5 minutes | Receiving Counter In-Charge | Requirement Checklist |
| 3    | Presents the accomplished request form with the complete requirements to the Receiving Counter In-charge. | Check completeness of requirements. Issues Payment Order Slip (POS) for payment to the Cashier. | 3 minutes | POS | |
| 4    | Proceeds to the Cashier and secures Official Receipt (OR). | | | Official Receipt (OR) | |
| 5    | Submits the OR together with all the required documents to the Receiving Counter In-charge | Acknowledges receipt documents submitted by stamping date, time and affixing signature the request form. | | Receiving Counter In-Charge | Stamped Request Form |
| 6    | Indicates due date of release and detaches claim slip for issuance to the client. | | 1 minute | Receiving Counter In-Charge | Claim Slip |
| 7    | Receives Claim Slip | | | Claim Slip | |

**END OF TRANSACTION**
Title of Frontline Service: **Claiming of Requested Documents**  
(Transcript of Records, Honorable Dismissal, Diploma & Certifications)

**Schedule of Availability of Service:**  
✓ Monday – Friday: 8:00am – 5:00 pm

**Who May Avail of the Service:**  
✓ Requesting Students with Claim Slip

**What are the Requirements:**  
✓ Claim Slip  
✓ Valid ID & Authorization Letter for representatives

**Duration:** 4.5 minutes

**How to avail of the service?**

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity (in normal circumstances)</th>
<th>Person in-charge</th>
<th>Form / Documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Presents claim slip to the Releasing Counter In-charge</td>
<td>Issues requested document/s to the client.</td>
<td>3 minutes</td>
<td>Releasing Counter In-charge</td>
<td>Requested documents</td>
</tr>
<tr>
<td>2</td>
<td>Acknowledges receipt of document/s by affixing name and signature on the duplicate copy.</td>
<td>Keeps the duplicate copy of the document/s.</td>
<td>1 minute</td>
<td>Releasing Counter In-charge</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Signs in the logbook and indicates type of document/s received.</td>
<td></td>
<td>30 seconds</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**
Title of Frontline Service: Application for Re-Issuance of Diploma

Schedule of Availability of Service:
✓ Monday – Friday, 8:00am-5:00pm

Who May Avail of the Service:
✓ Alumni Students

What are the Requirements:
1) Request letter addressed to:

DR. PERFECTO A. ALIBIN SUC
President USEP-Davao City

THRU: VIC JEAN A. SOLLER
Registrar
III USEP-Davao City

2) Affidavit of Loss in case of lost diploma
3) Proof of destroyed or damaged diploma
4) Official Receipt (OR) of payment of fees
   PhP134.00 – Higher Education courses
   PhP200.00 – Advanced Studies

Duration: 5-10 working days
### How to avail of the service?

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity (in normal circumstances)</th>
<th>Person in-charge</th>
<th>Form / Documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Presents all the Requirements to the Receiving counter in-charge</td>
<td>Checks the requirements and issues Payment Order Slip (POS) for payment to the Cashier.</td>
<td>1 minute</td>
<td>Receiving Counter In-charge</td>
<td>POS</td>
</tr>
<tr>
<td>2</td>
<td>Proceeds to the Cashier and secures Official Receipt (OR).</td>
<td>Acknowledges receipt of submitted documents and issues claim slip to the client Processes the request for re-issuance of diploma</td>
<td>1 minute</td>
<td>Receiving Counter In-charge</td>
<td>Official Receipt (OR)</td>
</tr>
<tr>
<td>3</td>
<td>Submits the OR together with all the required documents to the Receiving Counter In-charge</td>
<td>Issues the diploma to the client</td>
<td>5-10 working days</td>
<td>Diploma In-charge</td>
<td>Claim Slip</td>
</tr>
<tr>
<td>4</td>
<td>Presents claim slip on the scheduled date of release at the Releasing Counter In-charge Signs in the logbook and indicates type of document/s received</td>
<td></td>
<td>1 minute</td>
<td>Releasing Counter In-charge</td>
<td>Diploma</td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**
Title of Frontline Service: Application for Correction of Name, Date and Place of Birth

Schedule of Availability of Service:
  ✅ Monday – Friday, 8:00am-5:00pm

Who May Avail of the Service:
  ✅ Students with erroneous entries as to Name, Date and Place of Birth in their academic Credentials.

What are the Requirements:
1. Request letter addressed to:
   
   **DR. PERFECTO A. ALIBIN** SUC  
   President USEP-Davao City

   **THRU: VIC JEAN A. SOLLER** Registrar  
   III USEP-Davao City

2. Clear Copy of the NSO Birth Certificate
3. Personal Affidavit / Parent’s Affidavit for underage
4. Joint Affidavit of Two (2) Disinterested Persons
5. Fee – Php 70.00
6. Documentary stamps

Duration: 3-5 working days.
## How to avail of the service?

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity (in normal circumstances)</th>
<th>Person in-charge</th>
<th>Form / Documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Presents all the Requirements to the Receiving counter in-charge</td>
<td>Checks the requirements and issues Payment Order Slip (POS) for payment to the Cashier.</td>
<td>1 minute</td>
<td>Receiving Counter In-charge</td>
<td>POS</td>
</tr>
<tr>
<td>2</td>
<td>Proceeds to the Cashier and secures Official Receipt (OR). Submits the OR together with all the required documents to the Receiving Counter In-charge</td>
<td>Acknowledges receipt of submitted documents and issues claim slip to the client Processes the request for correction Issues order of correction to the client</td>
<td>1 minute</td>
<td>3-5 working days</td>
<td>2 minutes</td>
</tr>
<tr>
<td>3</td>
<td>Presents claim slip on the scheduled date of release to the Releasing Counter In-charge Signs in the logbook and indicates type of document/s received</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**
Title of Frontline Service: **Authentication of Documents**

**Schedule of Availability of Service:**
- ✓ Monday – Friday, 8:00am-5:00pm

**Who May Avail of the Service:**
- ✓ Students

**What are the Requirements:**
- ✓ Original Copy of documents
- ✓ Photocopies of documents
- ✓ Official Receipt (OR) of payment of fees PhP14.00 per page
- ✓ Documentary Stamps (1 pc of doc stamp per document)

**Duration:** 10.5 - 15.5 minutes
## How to avail of the service?

<table>
<thead>
<tr>
<th>Step</th>
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<th>Duration of Activity (in normal circumstances)</th>
<th>Person in-charge</th>
<th>Form / Documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Presents all the original and photocopies to the Receiving Counter In-Charge</td>
<td>Checks the authenticity documents and issues Payment Order Slip (POS) for payment to the cashier.</td>
<td>3 minutes</td>
<td>Receiving Counter In-Charge</td>
<td>Payment Order Slip (POS)</td>
</tr>
<tr>
<td>2</td>
<td>Proceeds to the Cashier and secures Official Receipt (OR).</td>
<td></td>
<td></td>
<td></td>
<td>Official Receipt (OR)</td>
</tr>
<tr>
<td>3</td>
<td>Submits the OR together with all the required documents to the Receiving Counter In-Charge</td>
<td>Acknowledges receipt of documents and advises the client for their names to be called. Processes authentication Issues the authenticated documents</td>
<td>1 minute</td>
<td>Receiving Counter In-Charge</td>
<td>Claim Slip</td>
</tr>
<tr>
<td>4</td>
<td>Waits for name to be called at the Releasing Counter In-Charge</td>
<td></td>
<td>5-10 minutes</td>
<td>Authentication In-Charge Releasing Counter In-Charge</td>
<td>Authenticated documents</td>
</tr>
<tr>
<td>5</td>
<td>Signs in the logbook and indicates type of document/s received</td>
<td></td>
<td>1 minute</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**END OF TRANSACTION**
Title of Frontline Service: **Application for Completion of Inc Grades**

**Schedule of Availability of Service:**
- ✔ Monday – Friday, 8:00am-5:00pm

**Who May Avail of the Service:**
- ✔ Students with INC grades (earned not later than 1 year upon completion)

**What are the Requirements:**
- ✔ INC Form
- ✔ Official Receipt (OR)
  - a) Php 14.00 per subject – Higher education courses
  - b) Php 50.00 per subject – Advanced studies courses

**Duration:** 2 minutes

**How to avail of the service?**

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity (in normal circumstances)</th>
<th>Person in-charge</th>
<th>Form / Documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Presents OR and accomplished INC form for verification to the designated Counter In-Charge</td>
<td>Verifies grade against the records on file</td>
<td>1 minute</td>
<td>Counter In-Charge</td>
<td>INC form and POS</td>
</tr>
</tbody>
</table>

2 Compiles lacking requirements and ask grade from the subject professor/instructor

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
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<th>Duration of Activity (in normal circumstances)</th>
<th>Person in-charge</th>
<th>Form / Documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td>Instructor/Professor</td>
<td>Complied INC Form</td>
</tr>
</tbody>
</table>

3 Presents the complied INC form to the College Dean for signature.

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity (in normal circumstances)</th>
<th>Person in-charge</th>
<th>Form / Documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td></td>
<td></td>
<td></td>
<td>College Dean</td>
<td>Complied INC form with Dean’s signature</td>
</tr>
</tbody>
</table>

4 Submits the complied INC form to the designated Counter In-Charge.

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
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<th>Duration of Activity (in normal circumstances)</th>
<th>Person in-charge</th>
<th>Form / Documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td>Designated Counter In-Charge</td>
<td>Student’s copy of the complied INC form.</td>
</tr>
</tbody>
</table>

END OF TRANSACTION
LIBRARY SERVICES

Title of Frontline Service: Application of New Library Card

Schedule of Availability of Service:
✓ Monday – Friday, 8:00am-5:00pm

Schedule of Availability of Service:
✓ Enrolment Period of the first Semester of the school year.
✓ Every Enrolment period (In case of transferees)

Who May Avail of the Service:
✓ Officially Enrolled, New Students/Transferees

What are the Requirements:
✓ Certificate of Registration (COR) stamped “Officially Enrolled” by the Registrar’s office in-charge
✓ 2 pcs. 1x1 identical pictures. Plain background

Fees/Charge: None

Duration: 5 minutes

How to avail of the service?

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity (in normal circumstances)</th>
<th>Person in-charge</th>
<th>Form / Documents</th>
</tr>
</thead>
</table>
| 1    | Present requirements Fill out information cited in the Borrower’s card and library application form. | Evaluate requirements Evaluate information form | 40 seconds | Library staff | • COR  
• 2 pcs 1x1 picture  
• Borrowers card  
• Library card application form  
• COR  
• 2 pcs. 1x1 picture |
| 2    | | Stamps library card number and date of transaction the COR of the new applicant | 45 seconds | Library staff |
| 3    | Stamp the Certificate of Registration | Stamps library card number and date of transaction the COR of the new applicant | 30 seconds | Library staff |
| 4    | Claim Validated library card for the current term | Library card | 3 minutes | Library staff | • Validated Library card  
• COR |

END OF TRANSACTION
Title of Frontline Service: Library Card Application for Renewal/Replacement

Schedule of Availability of Service:
✓ Monday – Friday, 8:00 am – 5:00 pm

Who May Avail of the Service:
✓ Officially Enrolled, New Students/Transferees

What are the Requirements:
✓ Certificate of Registration (COR) stamped “Officially Enrolled” by the Registrar’s office in-charge
✓ 1 pc. 1x1 identical picture

Fees/Charge: Php 30.00 (Base on the rational tuition fees and other fees)

Duration: 5 minutes

How to avail of the service?

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity (in normal circumstances)</th>
<th>Person in-charge</th>
<th>Form / Documents</th>
</tr>
</thead>
</table>
| 1    | Present requirements | Evaluate requirements | 1 minute | Library staff | • COR  
• 2 pcs 1x1 picture |
|      | Secure payment order slip as requirement for the payment in the cashiering office | Issues payment order slip | 1 minute | Library staff | • Payment order slip  
• Official receipt |
| 3    | Claim library card | COR | 4 minute | Library staff | • New library card |

END OF TRANSACTION
Title of Frontline Service: **Borrowing/Returning of Books**

**Schedule of Availability of Service:**
- ✓ Monday – Friday, 8:00 am – 5:00 pm

**Who May Avail of the Service:**
- ✓ Officially Enrolled, New Students/Transferees

**What are the Requirements:**
- ✓ Library card

**Fees/Charge:** Php1.00 per day for overdue books excluding Sundays, Saturdays and Holidays

**Duration:** 10 minutes

### How to avail of the service?

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity (in normal circumstances)</th>
<th>Person in-charge</th>
<th>Form / Documents</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Present requirements</td>
<td>Evaluate requirements</td>
<td>30 seconds</td>
<td>Library staff</td>
<td>Library card</td>
</tr>
<tr>
<td>2</td>
<td>Present borrowed books (loan out or photocopy***</td>
<td>Provide borrowers card</td>
<td>1 minute</td>
<td>Library staff</td>
<td>Library card</td>
</tr>
</tbody>
</table>

**Return**

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration of Activity (in normal circumstances)</th>
<th>Person in-charge</th>
<th>Form / Documents</th>
</tr>
</thead>
</table>
| 1    | Present books at the circulation desk | Accommodates clients  
• Check due dates against the library card  
• Issue payments if overdue  
• Release library card  
• Return borrowers card to the cabinet of the circulation desk for proper filling | 1 minute  
1 minute  
30 seconds  
1 minute | Library staff | Library card |
| 2    | For renewal***  
Present books | Provide borrowers card and library card | 1 minute | Library staff | Library card  
• Borrower’s Cars |

**END OF TRANSACTION**

*** The renewal of books to be borrowed is allowed twice or more as long as it is not demand especially in the field of research. Only two books are allowed to be borrowed for 2 days, excluding holidays, Saturdays, and Sundays.  

General reference, Filipiniana, are allowed for photocopying purposes and for