



**University of Southeastern Philippines**

Obrero Campus • Mintal Campus • Tagum-Mabini Campus • Bislig Campus

# **OFFICE OF STUDENT AFFAIRS AND SERVICES**

**CITIZEN'S CHARTER**

(Updated as of December 2019)





## OFFICE OF STUDENT AFFAIRS SERVICES

**Service** : **HANDLING OF SCHOLARSHIP AND GRANTS**  
**Schedule of Availability** : Monday-Friday, 7:00 am - 5:00 pm  
**Who May Avail of the Service** : All Students  
**Duration** : 8 minutes

### PROCEDURES:

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Submit requirements / Apply for Scholarship	Verifies the name of the applicant in the roster of qualified scholars	2 minutes	Scholarship Staff	None	Endorsement /Certification of Qualified Scholars  Certificate of Registration
2	Fill-up Scholarship Data Form	Checks the completeness of entries in the form.  Verifies the name of the student in the submitted endorsement/certification or List of Qualified Scholars	2 minutes	Scholarship Staff	None	Accomplished Scholarship  Data Form
3	Tagging of Students	Tag of students' name in the electronic enrolment system under the scholarship where he/she is qualified	2 minutes	Scholarship Staff	None	Accomplished Scholarship  Data Form
4	Claim Validated Scholar/Grantee	Releases validated scholar/grantee card Requests student to sign in the logbook	2 minutes	Scholarship Staff	None	Old Scholar's/Grantee's Card
<b>END TRANSACTION</b>						

**Service**

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**REQUEST FOR TEMPORARY EXEMPTION FROM WEARING THE SCHOOL UNIFORM****Schedule of Availability**

:

Monday-Friday, 7:00 am - 5:00 pm

Saturday, 8:00 am - 5:00 pm

**Who may avail of the service:**

Pregnant Women/Accident Victim/Cross-enrolled Students/Other Students

**Duration**

:

6 minutes

**PROCEDURES:**

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Submit Request Letter	Checks the Letter's Content Records the letter in the Logbook Forwards Letter to OSAS Director	2 minutes	Clerk	None	School ID Request Letter
2	Evaluation of Request letter	Evaluates and approve or disapprove the request letter	2 minutes	OSAS Director	None	None
3	Submit Approved Request Letter to the Security Services Unit (SSU)	Checks the approved Request Letter Requests student to sign in the logbook	2 minutes	Security Guard	None	School ID Approved Request Letter
<b>END OF TRANSACTION</b>						

**Service** : **SIGNING OF STUDENT CLEARANCE**

**Schedule of Availability** : Monday – Friday, 7:00 am – 5:00 pm  
Saturday – 8:00 am – 5:00 pm

**Who may avail of the service** : All Students

**Duration** : 3 minutes

**PROCEDURES:**

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Present Clearance Form	Verifies completeness of signatories;  Checks the clearance system if the student is an officer of an organization or local council.	1 minute	Clerk	none	Clearance Form Signed by the ff: Class treasurer, Local council gov., OCSC, UGTO, Alumni, Headlight  & Bookkeeper.
2	Signing of clearance	If the student has no obligation and all the requirements have been complied, clearance form will be signed.	1 minute	Clerk	none	Clearance Form Signed by the ff: Class treasurer,  Local council gov., OCSC,  UGTO, Alumni, Headlight  & Bookkeeper.

		<p>If the student is an officer of organization and has unsettled account/s (FS &amp; AR) refer him/her to the OCSC-COA for completion. If the student is not an officer of the organization or local council, clearance will be signed.</p>				
3	Claim Clearance Form	<p>Requests student to sign in the logbook</p> <p>Releases the Clearance</p>	1 minute	Clerk	None	None
<b>END OF TRANSACTION</b>						

**Frontline Services:****HANDLING OF STUDENT COMPLAINTS****Schedule of Availability:**

Monday – Friday, 7:00 am – 5:00 pm

Saturday – 8:00 am – 5:00 pm

**Who may avail of the service:**

Anyone aggrieved or offended by a faculty, staff, students and other stakeholders.

**Duration:**

1 day – 15 days

**PROCEDURES:**

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Reporting of Complaint	Complainant shall fill out and sign the complaint form.  College OSAS Coordinator discusses and assesses the complaints with the student complainant.	10 minutes	College OSAS Coordinator	None	Complaint Form
2	Conduct of Preliminary Inquiry	Upon receipt of the complaint, the PIC shall issue notice of meeting of two parties and conduct PI.	5 days	Preliminary Inquiry Committee (Dean, College OSAS Coordinator, Program Head)	None	Preliminary Inquiry Minutes
3	Settlement	A day after the conduct of preliminary inquiry, the PIC shall provide recommendation of the complaint to the CSD. On cases resolved, the CSD shall provide acknowledgement to the case as recommended. On cases unresolved, the CSD shall act on further investigating the case per recommendation of the PIC.	1 day	PIC (Preliminary Inquiry Committee and CSD (Committee on Student Discipline))	None	Recommendation form
4		Upon the receipt of the recommendation	1 day	CSD	None	Recommendation Receipts

	Endorsement of Complaint to CSD	<p>from PIC, the CSD chair shall do the following:</p> <p>a. Acknowledge if the complaint is resolved per recommendation of the PIC.</p> <p>b. Call the attention of the CSD if the complaint is unresolved to be further investigated per recommendation of the PIC.</p>				Acknowledgment Letter to CSD
5	Issuance of Notice of Hearing	The CSD Chair shall send letter to the CSD members for the conduct of further investigation.	1 day	<b>CSD</b>	None	Notice of Hearing
6	CSD Investigation	<p>The committee issues notice of hearing to both parties.</p> <p>Conduct further investigation.</p>	5 days	<b>CSD</b>		Investigation Minutes
7	Resolution of the Complaint	CSD writes decision and recommendations to the VPAA copy furnished to complainant and respondent.	1 day	<b>CSD</b>	None	Written Decisions
-End of Transaction-						

**Service** : **MANAGEMENT OF RECOGNIZED STUDENT ORGANIZATIONS**  
**Schedule of Availability** : Monday – Friday, 7:00 am – 5:00 pm  
**Who may avail of the service** : Any student or body of student who wants to have their organization verified and organized by the University  
**Duration** : 35 minutes

**PROCEDURES:**

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Request/Application for Recognition or Re-accreditation	Checks the attachments before handling it to the OSAS Director; Signs the request letter and hands it back to the clerk and to be given to the client.	5 mins	Clerk  OSAS Director	None	Application: Application letter, Mission, vision Statement, Affidavit of leadership, Resolution, Letter of permission, Letter of consent, Action and Financial Plan, List of Officers and Members, Constitutional and By-Laws Re-accreditation: Accomplishment and Audited Financial Report
2	Evaluation of Application	<b>CCO Officers</b> Verifies the interested student organization's application and completion of their requirements. After throughout checking, it would be then endorsed to the OCSC.  <b>OCSC Officers</b> The OCSC would then issues a second endorsement to the OSAS.	15 mins		None	Application: Application letter, Mission, vision Statement, Affidavit of leadership, Resolution, Letter of permission, Letter of consent, Action and Financial Plan, List of Officers and Members, Constitutional and By-Laws. Re-accreditation: Accomplishment and Audited Financial Report
3	Verification and Issuance of Certificate of Recognition	<b>Clerk</b> Verifies and checks the endorsed documents; Issues certificate of Recognition/Re-accreditation	15 mins		None	None
<b>END OF TRANSACTION</b>						



**Service** : **SELECTION OF STUDENT PERFORMERS**  
**Schedule of Availability** : Monday – Friday, 7:00 am – 5:00 pm  
**Who may avail of the service:** Bona Fide USeP Students  
**Duration** : 30 Days and 5 minutes

**PROCEDURES:**

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Recruitment	Disseminate information regarding the recruitment; Let the applicants fill out try out form; Instruct them to wait for further details regarding the audition.	2 weeks	Cultural Affairs Unit Deputy Director, Staff	None	Certificate of Registration, Medical Certificate, Valid ID, Parents' Consent
2	Conduct of Assessments and Screening	Conducts talent assessment , screening placement and specific skills test; Selects and informs qualified student performers for recognition.	2 weeks	Cultural Affairs Unit Deputy Director, Staff, Coach	None	None
3	Recognition of Official Student Athletes	Lets the official performers to sign the Varsity Information sheet; Instruct them to wait for announcements regarding their trainings.	5 mins	Staff	None	None
<b>END OF TRANSACTION</b>						

**Frontline Service:** **APPLICATION FOR STUDENT LABOR**  
**Schedule of Availability:** Monday – Friday, 7:00 am – 5:00 pm  
**Who may avail of the service:** Bona Fide and qualified USeP Students  
**Duration:** 3 weeks

**PROCEDURES:**

Step	Client	Service provider	Duration of the activity	Person In-Charge	Fee/s	Form/ Required Documents
1	Application for Student Labor	Disseminate information regarding application; Let the applicants fill out application form; Checks the completeness of forms and the requirements.	2 weeks	OSAS Staff	None	Certificate of Registration, grades from previous semester, 3 pcs 2x2 ID picture
2	Evaluation and Approval of Application Form	Deliberates the submitted documents;  Contacts the qualified students for contract signing.	3 days	OSAS Staff, OSAS Director	None	Contract
3	Orientation and Deployment	Contacts the qualified students for orientation and for them to know their deployment.	2 days	Staff, OSAS Director	None	None

**END OF TRANSACTION**