



EASTERN VISAYAS STATE UNIVERSITY
Tacloban City

CITIZEN'S CHARTER
2024 (1ST Edition)



I. Mandate:

To Provide advanced education, higher technological, professional instruction and training in trade, fishery, agriculture, forestry, science, education, commerce, architecture, engineering and related courses. It is also mandated to undertake research and extension services, and provide progressive leadership in its area of specialization.

II. Vision:

Leading State University in Technological and Professional Education

III. Mission:

Develop a Strong Technologically and Professionally Competent Productive Human Resource Imbued with Positive Values Needed to Propel Sustainable Development.

IV. Service Pledge:

We, the officials and employees of the Eastern Visayas State University sincerely commit in ensuring compliance with section 3(d) Rule IV of the Implementing Rules and Regulations of RA 11032 known as the "Ease of Doing Business and Efficient Government Service Delivery Act of 2018"



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EVSU MAIN CAMPUS

External Services



1. Admission Application Process for Incoming New Students and Transferees (Full Online Application)

This service provides for opportunity to aspiring college students in the university through the enhanced admission application process. Students will have the chance to be admitted to the university by accessing the online admission portal which will give and direct them the step-by-step process.

Office or Division:	Guidance Services Office			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	Incoming New Students & Transferees			
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE			
<p>New Students: Scanned copy or clear photo of the following:</p> <ol style="list-style-type: none"> 1. Clear and recent 2x2 ID picture (with name tag & white background) 2. Form 138/Grade 12 Report Card with 80% GWA (Senior High School Graduates) <p>Temporary Report Card with at least 1st Grading Period and Form 138/Grade 11 Report Card with 80% GWA (Currently Enrolled Grade 12 Students)</p> <ol style="list-style-type: none"> 3. Certificate of Good Moral Character 4. School ID or any valid identification (PSA Live Birth/Police or NBI Clearance/PhilHealth ID) <p>Note: To be uploaded in the admission portal</p>	<p>Incoming New Student</p> <p>From the school where the incoming student took his/her senior high school</p>			
<p>Transferees and Second Courser Scanned copy or clear photo of the following:</p> <ol style="list-style-type: none"> 1. Clear and recent 2x2 ID picture (with name tag & white background) 2. Transcript of Records with 80% GWA 3. Certificate of Good Moral Character 4. School ID or any valid identification (PSA Live Birth/Police or NBI Clearance/PhilHealth ID) <p>Note: To be uploaded in the admission portal</p>	<p>Incoming Transferee and Second Courser</p> <p>From the last school attended by the incoming student took his/her senior high school</p>			
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Visits https://apps.evsu.edu.ph 1.1 Click Online Admission Icon 1.2 Fill out the Admission Application (attach the required documents). 1.3 Confirm Admission Application through email.	There is an automatic email that will be sent to the applicant to confirm the successful application	None	30 mins	College Admission Application System
2. Waits for the approval and entrance exam schedule through: https://apps.evsu.edu.ph/confirmation_login 2.1 After approval of application, download & print application form and; 2.2 Wait for the entrance exam schedule as indicated in the examination permit (part of the application form).	Approved by the Head of the College Department after review of application.	None	Not later than 5 - 10 working days from the date of successful confirmation of application	College Department of the Applicant's chosen program.
3. Proceed to the test venue take the EVSU Admission Test.	Validates Examination permit & admit for Examination	None	3 hours	Guidance Counselor/ Psychometrician
4. The student applicant waits for the release of the list of qualifiers (no scores) based on the releasing schedule approved by the University President.	Post list of qualifiers	None	10 days	ICT/ Guidance Services Staff
TOTAL		None	Not later than 100 working days	

2. Admission Application Process for New Students and Transferees (Assisted Application)

This service provides for opportunity to aspiring college students who does not have internet accessibility. They will have to come to the school through the Guidance Service Office for them to assisted in the admission application process.

Office or Division:	Guidance Services Office
Classification:	Complex



Type of Transaction:		Government to Citizen		
Who may avail:		Incoming New Students & Transferees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
New Students: Photocopy or clear photo of the following: 1. Clear and recent 2x2 ID picture (with name tag & white background) 2. Form 138/Grade 12 Report Card with 80% GWA (Senior High School Graduates) Temporary Report Card with at least 1 st Grading Period and Form 138/Grade 11 Report Card with 80% GWA (Currently Enrolled Grade 12 Students) 3. Certificate of Good Moral Character 4. School ID or any valid identification (PSA Live Birth/Police or NBI Clearance/PhilHealth ID) Note: To be uploaded in the admission portal		Incoming New Student From the school where the incoming student took his/her senior high school		
Transferees and Second Courser Photocopy or clear photo of the following: 1. Clear and recent 2x2 ID picture (with name tag & white background) 2. Transcript of Records with 80% GWA 3. Certificate of Good Moral Character 4. School ID or any valid identification (PSA Live Birth/Police or NBI Clearance/PhilHealth ID) Note: To be uploaded in the admission portal		Incoming Transferee and Second Courser		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit Guidance Services Office and fill out the Admission Application Form (attach the required documents) and confirm admission application through email.	Staff registers applicant to the system.	None	30 mins	Guidance Services Staff
2. Waits for the approval and entrance exam schedule through: https://apps.evsu.edu.ph/confirmation_login 2.3 After approval of application, download &	Approved by the Head of the College Department after review of application.	None	Not later than 5 - 10 working days from the date of successful confirmation of	College Department of the Applicant's chosen program.



print application form and; 2.4 Wait for the entrance exam schedule as indicated in the examination permit (part of the application form).			application	
3. Proceed to the test venue take the EVSU Admission Test.	Validates Examination permit & admit for Examination	None	3 hours	Guidance Counselor/ Psychometrician
TOTAL		None	Not later than 10 working days	

3. Enrolment for New Student (For Free Education)

This service provides for the enrollment of new students under the Free Higher Education (FHE) program of the government RA 10931.

Office or Division:	Registrar's Office			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Original Copy of Form 138 2. Original Copy of Certificate of Good Moral Character 3. Photocopy of PSA/NSO Birth Certificate 4. Photocopy of marriage contract (for female married students) 5. Two copies of colored 2x2 ID Picture 6. One (1) long brown envelope 7. One (1) long folder 8. Original Copy of Certificate of honorable dismissal (for transferees) 9. Informative Copy of Grades (for transferees) 		EVSU SASO <i>or https://apps.evsu.edu.ph</i>		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



<p>1. Visit the Confirmation Login Page: https://apps.evsu.edu.ph/admissions/confirmation_login and input application ID and birthday. Failure to confirm, slots shall be given to another applicant.</p> <p>Enroll at EVSU within 10 days from confirmation.</p>	<p>Sends Student Number after confirmation</p>	<p>none</p>	<p>5 mins</p>	<p>ICT</p>
<p>2. Attends scheduled onsite orientation on RA 10931 and answer few questions relative to RA 10931 for verification purposes. (80% correct answer)</p>	<p>Conducts orientation on the salient points of the IRR of RA 10931.</p>	<p>none</p>	<p>2 hours</p>	<p>Scholarship Coordinator</p>
<p>3. Register online(https://apps.evsu.edu.ph/students/login) to download and print the FHE form in two copies (student & registrar)</p>	<p>System respond through email</p>	<p>none</p>	<p>1 min</p>	<p>ICT</p>
<p>4. The student and guardian shall affix their signatures to the FHE Form and submit it to the academic adviser along with the Certificate of Attendance.</p>	<p>SAO- Scholarship office shall issue the certificate of attendance to the students as proof of attendance in the RA 10931 orientation.</p>	<p>none</p>	<p>8 mins</p>	<p>Academic Adviser and Student</p>
<p>5. Prints COR, submits and transmits together with FHE form to the Advising/Evaluating/Controlling/College/ Department Head/Dean for approval</p>	<p>Validates submitted documents, subject loading</p> <p>Academic Adviser provides a copy</p>	<p>none</p>	<p>10 mins</p>	<p>Admin. Aide (Dean's Office)</p>



	of student's prospectus			
6. Proceed to Deans office for COR signature	<p>Department Head/Dean checks the completeness of requirements before signing the FHE Form and the COR.</p> <p>Department Head/Dean transmits to the Registrar's Office the signed and notarized FHE Form for official registration.</p>	none	30 mins	Department Head
<p>7. Proceed to Registrar's office to register student enrolment & submit required documents</p> <p>Note: All required documents mentioned-above shall be submitted to the registrar's office.</p>	<p>Verifies/confirms student enrolment</p> <p>The office shall issue the student's COR for the student's official enrollment</p> <p>Register student enrollment through Department Heads</p> <p>Registrar shall make a daily transmittal of registered students to the Accounting Section for assessment</p>	none	3 mins.	Administrative Aide (Registrar's Office)
8. Student presents COR to the Printing Press Office for the school ID Printing	Printing Press Issues Student Identification Card	none	30 mins	Printing Press Staff



TOTAL	none	3 hrs. & 26 mins.	
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4. Enrolment for New Student (For Opt-out & Voluntary Contribution)

This service provides for the enrollment of new students who are not covered or qualified with the free-higher education and are voluntary payers.

Office or Division:		Students Affairs Services Office		
Classification:		Complex		
Type of Transaction:		Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Original Copy of Form 138 2. Original Copy of Certificate of Good Moral Character 3. Photocopy of PSA/NSO Birth Certificate 4. Photocopy of marriage contract (for female married students) 5. Two copies of colored 2x2 ID Picture 6. One (1) long brown envelope 7. One (1) long folder 8. Original Copy of Certificate of honorable dismissal (for transferees) 9. Informative Copy of Grades (for transferees) 		EVSU SASO or https://apps.evsu.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Visit the Confirmation Login Page: https://apps.evsu.edu.ph/admissions/confirmation_login and input application ID and birthday. Failure to confirm, slots shall be given to another applicant. <p>Enroll at EVSU within 10 days from</p>	Sends Student Number after confirmation	none	5 mins	ICT



confirmation.				
2. Attends scheduled onsite orientation on RA 10931 and answer few questions relative to RA 10931 for verification purposes. (80% correct answer)	Conducts orientation of salient points of the IRR of RA 10931	none	2 hours	Scholarship Coordinator
3. Register online (https://apps.evsu.edu.ph/students/login) to download and print the FHE form in two copies (student & registrar)	Validates submitted documents, subject loading	none	10 mins	ICT
4. The student and guardian shall affix their signatures to the FHE Form and submit it to the academic adviser along with the Certificate of Attendance.	SAO-Scholarship office shall issue the certificate of attendance to the students as proof of attendance in the RA 10931 orientation.	none	30 mins	Academic Adviser
5. Proceeds to the Advising/Evaluating/Controlling/College/Department	Validates submitted documents, subject loading	none	10 mins.	Deans Office
6. Proceed to accounting office and present the student load 6.1 Proceed to cashier's office for collection of student's payments 6.2 Proceed to Deans Office for COR Signature	Validates Student load & release copy of COR. Validates receive payment & issue OR Affix Signature	none 150.00 per unit	30 mins	Accounting Staff



<p>7. Proceed to Registrar's office to register student enrolment & submit required documents.</p> <p>Note: All required documents mentioned-above shall be submitted to the registrar's office.</p>	<p>Verifies/confirms student enrolment</p> <p>The office shall issue the student's COR for the student's official enrollment</p> <p>Register student enrollment through Department Heads</p> <p>Registrar shall make a daily transmittal of registered students to the Accounting Section for assessment</p>	<p>none</p>	<p>5 mins</p>	<p>Admin Aide (Registrars Office)</p>
<p>8. Student presents COR to the Printing Press Office for the school ID Printing</p>	<p>Printing Press Issues Student Identification Card</p>		<p>10</p>	<p>Printing Press Staff</p>
<p>TOTAL</p>		<p>150.00</p>	<p>3 hrs. & 40 mins.</p>	

5. Enrolment for Continuing Student (For Free Education)

This service provides for the enrollment of continuing students, those who have finished one academic semester and maintains its coverage under the Free Higher Education (FHE) program of the government RA 10931.

<p>Office or Division:</p>	<p>Students Affairs Services Office</p>
<p>Classification:</p>	<p>Complex</p>
<p>Type of Transaction:</p>	<p>Government to Citizen</p>
<p>Who may avail:</p>	<p>All</p>
<p>CHECKLIST OF REQUIREMENTS</p>	<p>WHERE TO SECURE</p>



Duly accomplished enrolment form		Student Portal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register online(https://apps.evsu.edu.ph/students/login) to download and print the FHE form in two copies (student & registrar)	Acknowledged thru email	none	5 mins	ICT
2. The student and guardian shall affix their signatures to the FHE Form and submit it to the academic adviser	Academic Adviser verifies the completeness of FHE form submitted	none	2 hours	Student and Academic Adviser
3. Proceeds to the Advising/Evaluating/Controlling/College/Department	Checks and records the grades of the students in the individual students' prospectus Advise subjects to be taken by the students and subject control Academic Adviser provides a copy of students' prospectus	none	10 mins	Admin. Aide (Dean's Office) Academic Adviser
4. Prints two copies of COR and submit and transmit together with the FHE form to the Head/Dean for approval	Department Head/Dean checks the completeness of requirements before signing the FHE Form and the COR	none	20 mins	Department Head/Dean
5. Proceed to Registrar's Office to register student's enrolment & submit required documents	Registrar Office clerk-in-charge verifies the completeness of submitted	none	3 mins.	Administrative Aide (Registrar's Office)



	requirements and issue the students COR for the students Official Enrollment. Registrar shall make a daily transmittal of registered students to the Accounting Section for assessment.			
TOTAL		none	2 hrs. & 38 mins.	

6. Enrolment for Continuing Student (For Opt-out and Voluntary Contribution)

This service provides for the enrollment of continuing students, those who have finished one academic semester and is not covered under the Free Higher Education (FHE) program of the government RA 10931. Student can still enroll under opt-out or voluntary paying scheme.

Office or Division:		Students Affairs Services Office		
Classification:		Complex		
Type of Transaction:		Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished enrolment form		Student Portal		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register online(https://apps.evsu.edu.ph/students/login) to download and print the FHE form in two copies (student & registrar)	Acknowledged thru email	none	5 mins	ICT



2. The student and guardian shall affix their signatures to the FHE Form and submit it to the academic adviser along with the Certificate of Attendance.	Academic Adviser verifies the completeness of FHE form submitted	none	2 hours	Academic Adviser
3. Proceeds to the Advising/Evaluating/Controlling/College/Department	Checks and records the grades of the students in the individual student's prospectus Advise subjects to be taken by the students and subject control	none	10 mins	Admin. Aide (Dean's Office)
4. Proceed to accounting office and present the student load 4.1. Proceed to cashier's office for collection of student's payment 4.2. Proceed to Deans Office for COR Signature	Validates Student load & release copy of COR. Validates receive payment & issue OR Affix Signature		30 mins	Accounting Staff
5. Prints two copies of COR, submits and transmits together with the FHE Form to the Head/Dean for approval.	Academic Adviser provides a copy of student's prospectus. Department Head/ Dean checks the completeness of requirements and official receipts before signing the FHE	none	20 mins	Department Head



	Form and the COR Signed and notarized FHE form are then transmitted to the Registrar's Office for official Registration			
6. Proceed to Registrar's Office to register student's enrolment & submit required documents	Registrar Office clerk-in-charge verifies the completeness of submitted requirements and issue the students COR for the students Official Enrollment. Registrar shall make a daily transmittal of registered students to the Accounting Section for assessment.	none	3 mins.	Administrative Aide (Registrar's Office)
TOTAL		none	3 hrs. & 8 mins.	

7. Claiming Of Student Yearbook

This service is availed by graduate's pf the university. They will be able to secure their student yearbook upon official announcement of its availability.

Office or Division:	Student Affairs and Services Office
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	University Alumni
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



1. Official Receipt of Payment for Yearbook or Transcript of Records		EVSU SASO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Alumni present the Official Receipt (OR) for the yearbook or their Transcript of Record (TOR	<p>The Student Affairs Office (SAO) Staff verifies the authenticity of the document presented.</p> <p>SAO Staff records the transaction in the logbook.</p> <p>SAO staff releases the yearbook to the alumni after the alumni signs received in the logbook.</p>	None	8 mins	SAO Staff SASO Staff
TOTAL		none	8 mins	

8. Issuance of Transcript of Records, Special Order, Certification of Graduation, Diploma for Graduates

Note: to secure Requirements 1-9

Transcript credentials (for undergraduate) Note: to secure Requirements 1-9

Issued to students and graduates for purposes of employment, enrollment, etc.

Office or Division:	Registrar's Office
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail?	Students / Graduates
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



<ol style="list-style-type: none"> 1. <i>Duly Signed Clearance</i> 2. <i>Certificate of Tree Planting</i> 3. <i>Alumni Fee Receipt</i> 4. <i>Graduation Fee (for Paying/Opt-Out)</i> 5. <i>Official receipt of payment for the request made (for Paying/Opt-Out)</i> 6. <i>2 pcs. 2"x2" photo; 1 pc. 2.5" x 3.5" photos in academic gown</i> 7. <i>Photocopy of PSA Live Birth Certificate (if not yet on file)</i> 8. <i>F-137A / OTR from previous school</i> 9. <i>Authorization Letter, 2 valid IDs of the owner and 1 valid ID of the representative</i> 	<p>Registrar's Office NDRRM Office Alumni Office Cashiering Office</p> <p>Requesting party</p> <p>Philippine Statistics Office</p> <p>To be produced by the student/concerned</p>
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure clearance form at the Registrar's Office	- Issue Clearance Form	none	1 min	Registrar's Staff at the Window
2. Fill-in all the items in the clearance form and have it signed by the concerned offices.	- Sign the form if applicant is free from any obligation	none	30 min	Concerned Offices - College Dean - Accountant - Librarian - Registrar - VPAA
3. Submit all necessary documents at the designated Registrar's Window	- Receive Documents	none	4 min	Registrar's Staff at the Window
	- The concerned staff will check and update the record of the student		10 min	
4. Pay the corresponding fee at the Cashier's Office	- Issue bill of payment	130.00 (1st page); 40.00 (succeeding pages) 30.00 (docstamp)	4 min	Cashier's Staff
5. Receive the claim stub	- Schedule the release of the request and issue the claim stub to the student / client	none	2 min (Not later than 5 working days from the date of receipt)	Registrar's Staff at the Window



6. Claim the document	- Present claim stub - Release the requested document	none	4 min	Registrar's Staff at the Window
TOTAL		P210 or more (depending on the number of pages)	Not later than 5 working days	

9. Issuance of Certification, Authentication and Verification (CAV) of Transcript of Records and Diploma

Issued to students/graduates whose documents requires Certification, Authentication and Verification (CAV) of Transcript of Records and Diploma

Office or Division:		Registrar's Office		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		Students / Graduates		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. TOR (Original and photocopy); 2. Diploma (Photocopy); 3. Authorization Letter (if proxy) with valid IDs; 4. Official Receipt		Requesting party Cashiering Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures Request Slip for the requested document (CAV)	- Serves Request Slip to the student/client	none	1 min	Registrar's Staff at the Window
2. Pay the corresponding fee at the Cashier's Office	- Issue bill of payment	none	4 min	Cashier's Staff



3. Presents the Official Receipt	- Checks the Official Receipt, processes Certification, Authentication and Verification of OTR/Diploma	50.00 (Certification); 30.00 (docstamp) + 10.00 per page (authentication of TOR and Diploma)	Not later than 2 working days	Registrar's Staff at the Window
4. Claim the Document	Release the requested document	none	5 min	Registrar's Staff at the Window
TOTAL		P160 or more (depending on the number of pages)	Not later than 2 working days	

10. Issuance of Certification

(Certificate of Graduation, Certificate of Grades, Certificate of Units Earned, Certificate of General Weighted Average (GWA), Certificate of Good Moral Character, Certificate of Subjects Enrolled, Certificate of English as a Medium of Instruction, etc.)

Issued to students and graduates and aims for employment, enrollment, ranking, etc.

Office or Division:		Registrar's Office		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		Students / Graduates		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. <i>Duly Signed Clearance;</i> 2. <i>Authorization Letter (if proxy) with valid IDs;</i> 3. <i>Official Receipt</i>		Registrar's Office Requesting party Cashiering Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secures Request Slip for the requested document	- Serves Request Slip to the	none	1 min	Registrar's Staff at the Window



	student/client			
2. Pay the corresponding fee at the Cashier's Office	- Issue bill of payment	none	4 min	Cashier's Staff
3. Presents the Official Receipt	- Checks the Official Receipt, processes Certification, secures authorized signature	P50.00 per certification P30.00 docstamp	Not later than 2 working days	Registrar's Staff at the Window
4. Claim the Document	- Release the requested document	none	5 min	Registrar's Staff at the Window
TOTAL		P80.00	Not later than 2 working days	

11. Authentication of Student's School Documents

This procedure covers how the Registrar's Office ensures the authenticity and validity of all original copies of documents presented for authentication.

Office or Division:		Registrar's Office		
Classification:		Simple		
Type of Transaction:		G2C - Government to Citizen		
Who may avail:		Students / Graduates		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Original and reproduced copies; 2. Authorization Letter (if proxy) with valid IDs; 3. Official Receipt 		Registrar's Office Requesting party Cashiering Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Present authentic and valid original copies of documents together with reproduced copies	- Check for the authenticity and validity of the original copies	none	1 min per page	Registrar's Staff at the Window
	- Scrutinize the photocopies of documents and compare to the original copy to detect differences in ink, signatures, alterations or additions, and if the whole page of document is captured in photocopying	none	3 min	
2. Fill out the authentication request form	- Issue order of payment	none	1 min	Registrar's Staff at the Window
3. Pay to the Cashier's Office	- Issue bill of payment	P10.00 per page	4 min	Cashier's Staff
4. Process the documents	- Seals and countersigns the documents - Affix signature		5min	Registrar's Staff at the Window
5. Claim the documents	- Release the authenticated documents		2 min 1 min	Registrar's Staff at the Window
TOTAL		P10.00 per page	17 minutes	

12. ISSUANCE OF ACKNOWLEDGEMENT RECEIPT FOR ONLINE PAYMENT OR DIRECT DEPOSIT PAYMENT

Issued to students (graduate school) and Supplier for the payment of tuition fees and Bid documents.

Office or Division:	Cashiering Office
Classification:	Simple
Type of Transaction:	Government to Citizen/ Government to Business
Who may avail:	Students/Suppliers(bidders)
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE



GCash – Transaction report from official email Bid Docs – Deposit Slip		Official email of the Cashiering Office Bank where the payment was deposited		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to Cashier's Office window and ask for AR.	GCash-Office in charge will print the transaction report from email which will serve as proof of payment, and will issue AR to the client	none	2 min	Collecting Officer
Proceed to Cashier's office window, present deposit slip.	Issue Acknowledgement receipt provided there was no prior issuance	none	4 min	Collecting Officer
TOTAL			2-4 minutes under normal circumstances	

13. Receipt of Payment for the Issuance of Certification

This service involves the issuance of official receipt of payment for Certifications secured by student graduates under the Registrar's Office for employment and other purposes.

Office or Division:	Cashier's Office
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	EVSU Graduates
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Bill of Payment	Registrar's Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present bill of Payment	1. Process request & issue official receipt.	80.00	3 mins.	Admin. Aide (Cashier's Office)
2. Claim Official Receipt	1. Record the Official Receipt number.	none	1 min.	Admin. Aide (Cashier's Office)
TOTAL		80.00	4 mins.	

14. Collection of Student's Payment (Opt-Out)

This service is provided to students who are opt-out and are on voluntary contribution.

Office or Division:	Cashier's Office
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	EVSU Graduates
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Bill of Payment	Accounting Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present bill of Payment	1. Process request & issue official receipt.	150.00	3 mins.	Admin. Aide (Cashier's Office)



2. Claim Official Receipt	1. Record the Official Receipt number.	none	1 min.	Admin. Aide (Cahier's Office)
TOTAL		150.00	4 mins.	

15. Processing of Request for Certificate of Employment (Inactive)

This service is provided to EVSU former employees who requests for Certificate of Employment for any legal purpose. This can only be processed once the employee has already an approved University Clearance.

Office or Division:	Human Resource Management Office
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	EVSU Inactive Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Duly accomplished request Slip Form 2. Authorization Letter and ID, if authorize representative. 3. Official Receipt. 	<p>Human Resource Management Office By the concerned/client</p> <p style="text-align: center;">Cashier's Office</p>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<ol style="list-style-type: none"> 1. Submit Request Slip 1.2. Present payment bill to cashier's office. 	<ol style="list-style-type: none"> 1. Receives and forwards request slip form to the concerned person. 1.1. Receives request slips, checks & validates if inactive and has University Clearance. 1.2. Forwards copy of 	80.00	15 mins.	Admin. Aide (HRM Office)



	certificate to unit head for signature. 1.3. Forwards signed certificate to the Releasing and Receiving Personnel.			
2. Requesting employee/authorize representative receives certificate of employment	1. Encodes and releases Certificate of Employment to requesting employee or authorize representative	none	1 min.	Admin. Aide (HRM Office)
TOTAL		80.00	16 mins.	

16. Issuance of *Form 137, *Diploma for Graduates - (Senior High School) and Certificate of Completion (Junior High School) – to secure Requirements Nos. 1 to 3

Form 137 and Transfer Credentials (undergraduate)

- to secure Requirements Nos. 1, to 5

Issued to students and graduates for purposes of employment abroad, study abroad, VISA application and enrollment, etc.

Office or Division:	Office of the Principal, S L S
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Students/Graduates
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
10. <i>Duly Signed Clearance</i> 11. <i>Official receipt of payment for the request made.</i> 12. <i>Alumni Fee</i> 13. <i>Official receipt of payment for the request made</i> 14. <i>Authorization letter and 1 valid ID of the owner; 1 valid ID of the representative</i>	Student/Graduate



CLIENT STEPS	AGENCY ACTION	FEES TO BEPAID	PROCESSING TIME	PERSON RESPONSIBLE
Secure clearance form at the S L S Office	Issue Clearance Form	none	done before end of classes	Student/Advisers
Fill-in all the items in the clearance form and have it signed by the concerned offices.	Sign the form if applicant is free from any obligation	none	done before end of classes	Student/Advisers
Pay the corresponding fee at the Cashier's Office	Issue bill of payment	Form 137 130.00; 80.00 certification; 10.00 authentication per document	5 mins	Cashier's Staff
Presents the Official Receipt & Receive the claim stub	Schedule the release of the request and issue the claim stub to the student/client	none	5 mins (not later than 7 working days from the date of receipt)	SLS Office
Claim the Document	Release the requested document	none	5-10 mins	SLS Office
TOTAL			Not later than 7 working days	

17. Issuance of Certification, Authentication And Verification (CAV) of Form 137 and Diploma (2nd Issuance)

Issued to students/graduates whose documents requires Certification, Authentication and Verification (CAV) of Form 137 and Diploma (2nd Issuance)

Office or Division:	Office of the Principal, SLS
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	Students/Graduates



CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Form 137 (Original and photocopy); Diploma (Original and Photocopy); Certification of Graduation/Completion (original and photocopy) Authorization letter (if proxy) with valid ID's; Official Receipt			Students (active and in-active)/Graduates	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secures Request Slip for the requested document (CAV)	Serves Request Slip to the student/client	none	1-5 mins.	SLS Office Staff
Pay the corresponding fee at the Cashier's Office	Issue bill of payment	none	5 mins	Cashier's Staff
Presents the Official Receipt	Checks the Official Receipt, processes Certification, Authentication and Verification of Diploma	80.00 + 10.00 per page (authentication of Form 137 and Diploma) Diploma – 130.00 2 nd issuance	Not later than 4 working days 5-7 days	SLS Office staff Printing Press/Principal
Claim the Document	Release the requested document	none	5 mins.	SLS Office Staff
TOTAL			Not later than 5-7 working days	

18. Issuance of Certification (Certificate of Graduation, Certificate of Grades, Certificate of General Weighted Average (GWA), Certificate of Good Moral Character, Certificate of Officially Enrolled, Certificate of English as a Medium of Instruction, etc.)

Issued to students and graduates and aims for employment (work abroad), enrollment (study abroad), ranking, etc.

Office or Division:	Office of the Principal, SLS Office
Classification:	Simple



Type of Transaction:		Government to Citizen		
Who may avail:		Students/Graduates		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly signed clearance (in-active/active students/Graduates); Authorization letter (if proxy) with valid ID's; Official Receipt		Student/Graduates		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Secures Request Slip for the requested document	Serves Request Slip to the student/client	none	1-5 mins.	SLS Office Staff
Pay the corresponding fee at the Cashier's Office	Issue bill of payment	none	5 mins.	Cashier's Staff
Presents the Official Receipt	Checks the Official Receipt, processes Certification, secures authorized signature	80.00	Not later than 1 working day	SLS Office Staff/Principal
Claim the Document	Release the requested document	none	5 min s.	SLS Office Staff
TOTAL			Not later than 1 working day	

Note: Processing time may vary depending on the volume of applications received.

19. Authentication of Student's School Documents

This procedure covers how the SLS Office ensures the authenticity and validity of all original copies of documents presented for authentication.

Office or Division:	Office of the Principal, SLS
Classification:	Simple
Type of Transaction:	G2C -Government to Citizen
Who may avail:	Active/in-active students/Graduates
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Original and reproduced copies; valid IDs and Official Receipt of Payment	Student/Graduates



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present authentic and valid original copies of documents together with reproduced copies	1. Check for the authenticity and validity of the original copies	none	1 -5 mins all documents	SLS Office Staff
	2. Scrutinize the photocopies of documents and compare to the original copy to detect differences in ink, signatures, alterations or additions, and if the whole page of document is captured in photocopying	none	5-10mins all documents	SLS Office Staff
2. Fill out the authentication request form	Issue order of payment	none	1 min	SLS Office Staff
3. Pay to the Cashier's Office	1. Seals and countersigns the documents	P10.00 per page	5 mins	Cashier's Staff
4. Claim the documents	1. Affix signature 2. Release the authenticated documents		5 mins	SLS Office Staff
TOTAL		P10.00 per page	21 mins	

Note: Processing time may vary depending on the volume of applications received.



EVSU MAIN CAMPUS

Internal Services



1. ANNUAL REGISTRATION OF CAMPUS ORGANIZATIONS

This service is provided to student organization seeking registration for legitimacy of its existence. Certain rules and regulations have to be adhered to and requirements to be complied by said student's organization before they will be authorized to represent and initiative activities within the campus.

Office or Division:		Student Affairs and Services Office		
Classification:		Complex		
Type of Transaction:		Government to Citizen		
Who may avail:		All Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
4. Campus Organization Permit to Pay 5. Campus Organization Annual Registration Form 6. Campus Organization Letter of Commitment (Adviser/s) 7. Campus Organization Calendar of Activities for the current Academic Year 8. Campus Organization Activity Report for the previous Academic Year (except for new applicants)		EVSU SASO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Organization representatives secure full list (and templates) of the documentary requirements from SAO.	SASO Personnel Release Checklist of requirements to the requesting organization	none	5 mins	-SAO Staff -SASO Staff
1. Organization representatives pay Php 100.00 at the Cashier's Office as Annual Registration Fee.	Cashiers Offices Issues receipt for Annual Registration Fee	100.00	3 mins	Cashiering Office



<p>2. Organization representative/s present the requirements needed for the annual registration</p> <p>SAO Staff records the transaction in the logbook</p>	<p>The SAO Staff verifies the completeness and accuracy of the documents</p> <p>The Head of the Student Affairs Office (SAO) and the OIC Director of the Student Affairs and Services Office (SASO) sign the Registration Form as recommending approval</p> <p>SAO Staff records the transaction in the logbook.</p> <p>Documents are forwarded to the Vice-President for Academic Affairs (VPAA) for recommending approval.</p> <p>Documents are forwarded to the Record's Office for recording.</p> <p>President approves the Annual Registration of Campus Organization.</p> <p>Approved PHA is forwarded to the Record's Office for release. Release of documents are distributed to the following: 1 copy – Record's Office 2 copies – Organization 1 copy– SAO</p>	<p>none</p>	<p>2 mins</p> <p>5 mins</p> <p>2 mins</p> <p>5 mins</p> <p>5 mins</p> <p>5 mins</p> <p>5 mins</p>	<p>SAO Staff</p> <p>-SASO Staff</p> <p>SAO Head; SASO Director</p> <p>Office of the VPAA Staff</p> <p>Records Office Staff</p> <p>President's Office Staff</p> <p>Records Office Staff</p>
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TOTAL	100.00	37 mins	
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2. CONDUCT OF ACTIVITIES OF CAMPUS ORGANIZATIONS

Duly registered campus organization has to seek approval and permission in all activities that needs to be conducted for proper monitoring and guidance by the Student Affairs and Services Office. This will also ensure that activities of all organization are properly calendared and documented to avoid overlapping of schedules.

Office or Division:		Student Affairs and Services Office		
Classification:		Complex		
Type of Transaction:		Government to Citizen		
Who may avail:		Campus Organizations		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Permit to Hold Activity (PHA) 2. Program of the Activity 3. Parent's Permit 4. Insurance 		EVSU SASO Student Organization		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Organization representatives secure PHA Template from SAO	The SAO Staff verifies the completeness and accuracy of the documents		5 mins	-SAO Staff SASO Staff
2. Organization representatives submit accomplished PHA to SAO. <i>(For in-campus activities, organization representatives present their PHA Form with attached Program of Activity, in four (4) copies, duly signed by concerned persons/officers.</i>	The Head of the Student Affairs Office (SAO) and the OIC Director of the Student Affairs and Services Office (SASO) sign the Permit to Hold Activity Form		3 mins	SAO Staff SASO Staff
	Documents are		5 mins	



<p><i>For off-campus activities, organization representatives shall attach parents permit and insurance.)</i></p>	<p>forwarded to the Vice-President for Academic Affairs (VPAA) for recommending approval.</p>		10 mins	
	<p>Documents are forwarded to the Record's Office for recording.</p>		15 mins	
	<p>President approved the Annual Registration of Campus Organization.</p>		5 mins	
	<p>Approved PHA is forwarded to the Record's Office for release. Release of documents are distributed to the following: 1 copy – Record's Office 2 copies – Organization 1 – SAO</p>			
TOTAL		none	43 mins	

3. CLAIMING OF CERTIFICATION OF NO SCHOLARSHIP

This service is provided to students who wish to secure document/s that they are not a recipient of any scholarship grants.

Office or Division:	Student Affairs and Services Office
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	All Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Certificate of Registration	EVSU SASO



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Student presents his/her copy of the Certificate of Registration (COR) for the current semester as attachment to the certificate being requested for.</p>	<p>The Student Affairs Office (SAO) Staff verifies if the student is enrolled in the current semester to assess eligibility in availing the Certificate of Non-Scholarship.</p> <p>The Head of the Student Affairs Office signs the Certificate of Non-Scholarship.</p> <p>SAO Staff records the transaction in the logbook.</p> <p>The SAO Staff releases the Certificate of Non-Scholarship after the student signs in the logbook</p>		7 mins	<p>SAO Staff</p> <p>SASO Staff</p>
TOTAL		none	7 mins	



4. CLAIMING OF CERTIFICATE OF STUDENT INSURANCE

This service is provided for purposes of carrying out off-campus activities by the students. The request has to be filed by the student adviser concerned.

Office or Division:		Student Affairs and Services Office		
Classification:		Complex		
Type of Transaction:		Government to Citizen		
Who may avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Communication letter with the list of students		EVSU SASO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student/Adviser present the Communication Letter with the list of students attending an off-campus activity	The Student Affairs Office (SAO) Staff verifies the requirements presented.	none	2 mins	SAO Staff
	The SAO staff then encodes the details needed for the Certificate of Insurance		5 mins	SASO Staff -SAO Staff
	The Head of the Student Affairs Office signs the Certificate of Insurance.		2 mins	SASO Director
				SAO Staff



	SAO Staff records the transaction in the logbook.		2 mins	SASO Staff
	The SAO Staff releases the Certificate of Insurance after the student signs		1 min 5 mins	

	in the logbook.			
TOTAL		none	17 mins	

5. APPROVAL OF PARENT'S PERMIT FORM

This service is provided to students who are seeking approval for activities that will be attended/conducted.

Office or Division:	Student Affairs and Services Office			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	All Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Parent's Permit Form		EVSU SASO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student presents the filled-out Parent's Permit Form along with the documents/ requirements listed in the Checklist provided by the Colleges.	The Student Affairs Office (SAO) Staff verifies the requirements presented.	none	2 mins	SAO Staff SASO Staff



	The Head of the Student Affairs Office signs the Parent's Permit Form.		5 mins	SAO Head;
	SAO Staff records the transaction in the logbook.		2 mins	SAO Staff SASO Staff
	The SAO Staff releases the Parents' Permit Form after the		3 mins	

	student signs in the logbook.			
TOTAL		none	12 mins	

6. Verification of Scholarship, Free Tuition, and Free Higher Education Status on Student's Assessment of Fees

This service is provided to students seeking verification of their scholarship and coverage to the Free Higher Education.

Office or Division:		Student Affairs and Services Office		
Classification:		Complex		
Type of Transaction:		Government to Citizen		
Who may avail:		All Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Assessment Form		EVSU SASO		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. The student presents his/her assessment form	The Student Affairs Office (SAO) staff verifies if the indicated scholarship status in the assessment form is correct.	none	5 mins	-SAO Staff -SASO Staff
	SAO Staff records the transaction in the logbook.		2 mins	
	SAO staff returns the assessment form to the student after the student signs received in the logbook.		2 mins	
TOTAL		none	9 mins	

7. Face-to-Face Counseling Service (for Walk-in Cases)

This service is provided to promote a healthy and well environment for the students. Part of the office function is to provide the necessary psychological and emotional interventions to students who are needing them.

Office or Division:	Guidance Services Office
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Counseling Forms	Students



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student visits the Guidance Services Office.		none	3-5 mins	Students
2. The Guidance Service Office responds to the concerned student and requests him/her to fill out the required counseling forms.	Given the counseling forms to the student	none	15 mins	Guidance Counselor
3. The guidance counselor sets the schedule of the intake interview and conducts it for the purpose of establishing a climate conducive to mutual respect, trust, free and open communication and understanding in general of what the counseling process is all about.	Gives the schedule and form of intake interview	none	15-30 mins	Guidance Counselor
4. The guidance counselor conducts counseling. The goal of the counselor is to help the counselee develop a self-understanding that recognizes the need for dealing with his/her concerns, and the need for change and plan of action.	Undergo the counseling services and make the counseling notes	none	45 mins to one hour, depending on the nature of the case	Guidance Counselor
5. The guidance counselor conducts follow-up counseling based on availability of both counselor and counselee	Follow up of the counseling session (The counselee is set to have 4-6 sessions depending on the needs of the counselee)	none	45 minutes to 1 hour per session	Guidance Counselor
6. The counselee fills out the Counseling Evaluation Form.		none	2-5 minutes	Counselee and Guidance Counselor



TOTAL		1-2 hrs mins.	
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8. Tele-Counseling Services

This service is provided to promote a healthy and well environment for the students. Part of the office function is to provide the necessary psychological and emotional interventions to students whenever and wherever they need them. This is done not on a face-to-face set-up.

Office or Division:		Guidance Services Office		
Classification:		Complex		
Type of Transaction:		Government to Citizen		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Counseling Forms		Students		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student fills out the Google Form and state his/her concerns and/or queries.	Gives access of the google form	none	3-5 mins	Students
2. The Guidance Service Offices responds to the concern and/or queries of the student and requests him/her to fill out the required counseling forms online.	Sends the counseling forms to the student	none	5 mins	Guidance Services Staff
3. Student/prospective counselee fills out the required counseling forms via Google Form provided by the Guidance Services Office.	Gives access of the google form	none	15mins	Counselee
4. The guidance counselor sets the schedule of the intake interview and conducts it for the purpose of establishing a climate conducive to mutual respect, trust, free and open communication and understanding in general of what the counseling process	Gives the schedule and form of intake interview	none	15-30 mins	Guidance Counselor



is all about.				
5. The guidance counselor conducts tele-counseling. The goal of the counselor is to help the counselee develop a self-understanding that recognizes the need for dealing with his/her concerns, and the need for change and plan of action.	Undergo the tele-counseling services and make the counseling notes	none	45 mins to one hour, depending on the nature of the case	Guidance Counselor
6. The guidance counselor conducts follow-up tele-counseling based on availability of both counselor and counselee	Follow up of the counseling session (The counselee is set to have 4-6 sessions depending on the needs of the counselee)	none	30 minutes	-Guidance Counselor
7. The counselee fills out the Counseling Evaluation Form online.		none	2-5 minutes	Guidance Counselor and Counselee
TOTAL			1-2 hrs mins.	

9. Face-to-Face Counseling (Referred Cases)

This counselling service that promotes mentally and emotionally stable academic environment for students is conducted face-to-face through referral.

Office or Division:	Guidance Services Office
Classification:	Complex
Type of Transaction:	Government to Citizen
Who may avail:	Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Counseling Forms	Teacher/ Students



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The EVSU Employee or student fills out the referral form and fills out the information being asked.	Gives the referral form	none	3-5 mins	Teacher/Faculty
2. The Guidance Services Office sends call slip to the college/ department of the student.	Sends the call slip of the student to the college/ department	none	5 mins	Guidance Services Staff
3. The student/ prospective counselee responds to the call slip by visiting the Guidance Services Office.	NA	none	15mins	Counselee
4. The Guidance Service Office requests him/her to fill out the required counseling forms.	Gives the counseling forms to the student	none	15 mins	Guidance Services Staff
5. The guidance counselor conducts counseling. The goal of the counselor is to help the counselee develop a self-understanding that recognizes the need for dealing with his/her concerns, and the need for change and plan of action.	Undergo the counseling services and make the counseling notes	none	45 mins to one hour, depending on the nature of the case	Guidance Counselor
6. The guidance counselor conducts follow-up tele-counseling based on availability of both counselor and counselee	Follow up of the counseling session (The counselee is set to have 4-6 sessions depending on the needs of the counselee)	none	30 minutes	Guidance Counselor
7. The counselee fills out the Counseling Evaluation Form online.		none	2-5 minutes	Guidance Counselor and Counselee
TOTAL			1-2 hrs mins.	



10. Consultation Services

This is a service offered by the Guidance Services Offices to students who seeks consultation on any matter that concerns their academic journey within the university.

Office or Division:		Guidance Services Office		
Classification:		Complex		
Type of Transaction:		Government to Citizen		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Guidance Forms		Students		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student visits the Guidance Services Office.		none	3-5 mins	Students
2. The Guidance Service Office responds to the concerned student and requests him/her to fill out the required guidance forms.	Given the counseling forms to the student	none	15 mins	Guidance Services Staff
3. The guidance counselor sets the schedule of the intake interview and conducts it for the purpose of establishing a climate conducive to mutual respect, trust, free and open communication and understanding in general of what the counseling process is all about.	Gives the schedule and form of intake interview	none	15-30 mins	Guidance Counselor
4. The guidance counselor provides consultation services. The goal of the counselor is to help or assist the student to solve short-term issues and improve their	Undergo the consultation services and make a note	none	45 mins to one hour	Guidance Counselor Counselor



ability to do so in the long run.				
5. The student fills out the Evaluation Form.		none	2-5 minutes	Guidance Counselor and Counselee
TOTAL			1-2 hrs mins.	

11. Assessment and/ Appraisal Services for Students

This service is conducted to assess and appraise the abilities and personality of students that are admitted and to be admitted in the institution.

Office or Division:		Guidance Services Office		
Classification:		Complex		
Type of Transaction:		Government to Citizen		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Guidance Forms <ul style="list-style-type: none"> • Informed Consent for Psychological Testing • Results of Psychological Testing • Psychological Test/s 		Students		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Guidance Form 1.1. The student fills out the request for testing form. 1.2. The Guidance Counselor refer a student who needs psychological test/s through a referral form.	Fill outs the referral form	none	3-5 mins	1.1. Student 1.2. Guidance Counselor
2. The Guidance Service Offices schedule the test of the student.	Schedule the test/ Release a call slip with the test schedule	none	5 mins	University Psychometrician



3. The Guidance Service Offices conducts assessment and/ appraisal. The student takes the psychological test/s.	Conducts assessment and/ appraisal	none	1 to 3 hours	University Psychometrician
4. The Guidance Service Offices check and interpret the result.	Check and interpret the result	none	4 to 8 hours	University Psychometrician and Guidance Counselor
5. The Guidance Services Office gives feedback of the psychological test results to the client.	Communicate the result to the client	none	45 mins to one hour, depending on the nature of the psychological test	Guidance Counselor
TOTAL			5 to 11 hrs and 55 mins.	

12. Outpatient Medical Consultation

This service is provided to faculty, students and applicants of the university. This will involve treatment and attention on minor- illnesses, for medical clearance, or issuance of a medical certificate for return to duty, and for employment requirement.

Office or Division:	Medical Office
Classification:	Simple
Type of Transaction:	Government to Government / Gov't. to Citizen
Who may avail:	EVSU Employees, student, Non-EVSU Client (applicants).
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Request Slip 2. Student/Employee ID	HRM Office
CLIENT STEPS	



	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up consultation slip.	1. Receive consultation slip and check ID	none	3 mins.	Admin. Aide (Medical Office)
2. Wait for your name to be called.	2. Ask Reason for consultation. 2.1. Check vital signs. 2.2. Guide patient to the medical officer. 2.3. Conducts Medical Examination.	none	10 mins.	University Nurse (Medical Office) Medical Officer
3. Return with result test and visit if follow-up check-up is needed / Receives certificates	3. Record and release medical clearance.	none	10 mins.	Medical Officer Admin. Aide (Medical Office)
TOTAL		None	23 ins.	

13. Dental Services

Provide basic dental procedure for EVSU Students, Employees & Qualified Dependents. This can be processed once they have appointment.

Office or Division:	Dental Office
Classification:	Simple
Type of Transaction:	Government to Citizen
Who may avail:	EVSU Students, Employees & Dependent
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Appointment Slip 2. School /Employee ID	Dental Office



CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Appointment	Give schedule for treatment.	none	2 mins	Dental Staff
2. Fill-up Dental Health Chart	<ul style="list-style-type: none"> Conduct Oral Examination Perform Treatment Give Dental advice/Prescribe/Dispense Medicine 	none	10 mins 1hr 5mins	Dentist/Dental staff Dentist / Dental Aide Dentist/Dental Clerk
3. Patient Sign the Dental Treatment Service Record	<ul style="list-style-type: none"> File Document 	none	2 mins	Dental Clerk
4. Patient Fill-up /Answer Post Validation/Feedback Form	<ul style="list-style-type: none"> File Document 	none	5mins	Dental Clerk
5. Are the services request at EVSU Dental Clinic not available?	<ul style="list-style-type: none"> Refer to other Dental clinic 	none	10 mins	Dentist
6. Filing Request for Dental Health Certificate (If Needed)	<ul style="list-style-type: none"> The dentist will conduct a complete and thorough oral examination The Dentist will issue a Dental Health Certificate and recommendation action based on the result of the dental Examination. 	none	15 mins	Dentist
TOTAL		none	109 mins	



14. Processing of Request for Certificate of Employment (Active)

EVSU Employees requests for Certificate of Employment for various purposes e.g. GSIS, Loan purposes, Travel Abroad, Housing Application, Separation, Hospitalization and Personal purposes

Office or Division:		Human Resource Management Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		EVSU Inactive Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Duly accomplished request Slip Form Authorization Letter and ID, if authorize representative. 		Human Resource Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. 1. Filing of Request for COE</p> <p>For F2F: Request Slip is given and filled by the requesting party at the HRM Office</p> <p>For online:</p> <ul style="list-style-type: none"> Client may send email to hrmo@evsu.edu.ph indicating in the subject: Request for Certificate of Employment <p>Or</p> <ul style="list-style-type: none"> Request may also be filed via the official page of the HRMDO through via messaging engine by visiting this link https://www.facebook.com/HREVSUMain 	<ol style="list-style-type: none"> Receives and forwards request slip form to the concerned person. <ol style="list-style-type: none"> Receives request slips Prepares the Certificate of Employment Forwards copy of certificate of employment to unit head for signature. Forwards signed certificate to the Releasing and Receiving Personnel. 	none	15 mins.	Admin. Aide (HRM Office)



2. Requesting employee/authorize representative receives certificate of employment	1. Releases Certificate of Employment to requesting employee or authorize representative	none	1 min.	Admin. Aide (HRM Office)
TOTAL			16 mins.	

15. Processing of Service Record

Eligible employees in the University may request a Service Record, subject to the guidelines and other conditions that the government and the University may prescribe.

Office or Division:		Human Resource Management Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen/Govt. to Gov't.		
Who may avail:		EVSU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Duly accomplished request Slip Form Authorization Letter and ID, if authorize representative. 		Human Resource Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Request Slip	1. Receive request and verify status of LWOP, for posting in Service Record.	none	10 mins.	Admin. Aide (HRM Office)
2. Requesting employee/authorize representative receives service records.	1. Encodes and releases service records to requesting employee or	none	2 min.	Admin. Aide (HRM Office)



	authorize representative			
TOTAL			12 mins.	

16. Request for Authority to Travel (Abroad) - Official

For employees who will travel abroad on official capacity needs to secure personnel clearance from the Human Resource Development Office. The clearance will verify the employee's employment information, the purpose and the allowable duration of travel.

Office or Division:		Human Resource Management Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen/Govt. to Gov't.		
Who may avail:		EVSU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> Duly accomplished travel authority application form endorsed by the unit head. Letter of Invitation/copy of award/program. 		Person requesting/Unit/College/Office Requesting Party/Inviting Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request.	1. Evaluate completeness of documents and verify records.	none	10 mins.	Admin. Aide (HRM Office)
2. Secure receiving copy of submitted application.	2. Record requests, print employees' profile and prepare completed staff work, for processing.	none	1 day	Admin. Aide (HRM Office)



	2.1 For REPS: forward request to the Office of the President for agenda, evaluation and approval.			
3. Received the approved travel authority.	3. Release the approved request for travel authority to the employee	none	2 mins.	Admin. Aide (HRM Office)
TOTAL			12 mins.	

17. Request for Certificate of Employment and Compensation

Issuance of Certificate of Employment and Compensation is made upon the request of concerned personnel, for whatever purpose it may serve.

Office or Division:		Human Resource Management Office		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		EVSU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip		HRM Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request.	1. Evaluate completeness of documents and verify records.	none	3 mins.	Admin. Aide (HRM Office)



2. Secure receiving copy of submitted application.	2. Record requests, print employees' profile and prepare completed staff work, for processing. 2.1 Secure approval of authorized signatory.	none	10 mins.	Admin. Aide (HRM Office)
3. Received the approved request.	3. Record and release processed request.	none	2 mins.	Admin. Aide (HRM Office)
TOTAL			15 mins.	

18. Request for Certificate of Leave Credits

Issuance of Certificate of Leave Credits is made upon the request of concerned personnel, for purpose of updating of records.

Office or Division:		Human Resource Management Office		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		EVSU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Slip		HRM Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request.	1. Evaluate completeness of documents and verify records.	none	3 mins.	Admin. Aide (HRM Office)



2. Secure receiving copy of submitted application.	2. Record requests, evaluate the accuracy of the leave record, print employee leave record and prepare completed staff work for processing. 2.1 Secure approval of authorized signatory.	none	10 mins.	Admin. Aide (HRM Office)
3. Received the approved request.	3. Record and release processed request.	none	2 mins.	Admin. Aide (HRM Office)
TOTAL			15 mins.	

19. Request for Payment of Terminal Leave Benefit for Retirement

For officials/employee of the Government service who retires from the service, they are computed with the benefits as a result of their accumulated leave credits which will be monetized following the factor computation based on CSC-DBM rules and regulations.

Office or Division:	Human Resource Management Office
Classification:	Complex
Type of Transaction:	Government to Government
Who may avail:	EVSU Employees
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<ol style="list-style-type: none"> 1. Terminal Leave Application Form (CSC Form 6) 2. Letter of Intent to Retire 3. For Disability Retirement, GSIS Disability Retirement Form with Medical Certificate. 4. For Deceased, GSIS Survivorship Application Form, duly accomplished. 5. Duly accomplished University Clearance. 6. GSIS Clearance 	<p>CSC Website / HRM Office Requesting Party GSIS Website/GSIS Office</p> <p>HRM Office to be routed for signature by the concerned GSIS</p>



7. Most Recent/Updated SALN 8. Ombudsman Clearance 9. Certification From Accountant of Disallowance 10. Payment of Disallowances (Receipt) 11. Deed of Undertaking Notarized 12. EVSU Coop Certificate 13. Ombudsman Clearance	HRMO/Concerned Office of the Ombudsman Accounting Office Cashier's Office PAO/Notary Public EVSU Multi-Purpose Cooperative Office of the Ombudsman
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CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request terminal leave and or other claim with complete requirements.	1. Receives request and evaluate completeness of documents.	none	30 mins.	HR Staff
	2. Verify records, prepares, and computes terminal earned leave credits for HRMO signature.		1 day	HR Staff
	3. Approved processed request is forwarded to the Accounting Office for auditing and funding request		2 days	Accounting Office
	4. Receives audited documents from accounting and prepares final Disbursement Voucher and forwards back to finance for funding and crediting to claimant's account.		2 days	HR Staff Accounting Budget Cashier



2. Receives the claim in their respective bank accounts	1. Forwards to bank for crediting	None	1 day	Disbursement Officer
TOTAL			5 days and 30 mins	

20. Request for Certified Photocopy of Records

This service is for the provision of accurate and objective records.

Office or Division:		Records Office		
Classification:		Simple		
Type of Transaction:		Government to Government/Gov't to Citizen		
Who may avail:		EVSU Employees, students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request slip		Records Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up request slip	Verify records	none	5 mins.	Admin. Aide (Records Office)
2. Wait for your name to be called	Process documents	none	5 mins	Admin. Aide (Records Office)
3. Receive the request	Record and release document	none	2 mins.	Admin. Aide (Records Office)
TOTAL			12 mins	



21. Request for Certification of Non-Availability for records

The RMO issue certification of non-availability of records if not found in the Masterlist of Records of the Records Management Office (RMO)

Office or Division:		Records Office		
Classification:		Simple		
Type of Transaction:		Government to Government/ Gov't to Citizen		
Who may avail:		EVSU employees, students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request slip		Records Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up request slip	Verify record	none	5 mins.	Admin. Aide (Records Office)
2. Wait for your name to be called	Process documents	none	5 mins	Admin. Aide (Records Office)
3. Receive the certificate of non-availability of record	Record and release certification	none	5 mins.	Admin. Aide (Records Office)
TOTAL			12 mns.	

22. Request for stamp for official communications

The service is provided to clients who are requesting for stamps on their official documents.

Office or Division:	Records Office
Classification:	Simple



Type of Transaction:		Government to Government/Citizen		
Who may avail:		EVSU employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request slip		Records Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit request	Verify documents	none	2min.	Admin. Aide (Records Office)
Wait for your name to be called	Process request for stamps	none	5 min	Admin. Aide (Records Office)
Receive stamps	Record and release stamps	none	2 min	Admin. Aide (Records Office)
TOTAL			9 min	

23. Request for Document Control Number

As part of ISO document control, RMO issues the document control number to requesting EVSU department/units

Office or Division:		Records Office		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		EVSU employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Slip		Records Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



Submit request	Verify document	none	2 min	Head, RMO
Wait for name to be called	Process request	none	2 min	Head, RMO
Receive document control number	Record and release document control number	none	2 min	Head, RMO
TOTAL			6 min	

24. Processing of voucher for Cash Advance for Local/Foreign Travel

Office or Division:		Accounting Office		
Classification:		Simple		
Type of Transaction:		Government to Government		
Who may avail:		EVSU Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Travel Order 2. Proposed Itinerary of Travel 3. Disbursement Voucher 4. Approved Obligation Request/Budget Utilization Request 5. Promissory Note (Settlement from date of return 30 days from local travel, 60 days' foreign travel) 		Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of disbursement voucher with complete with documents	<ol style="list-style-type: none"> 1. Receive DV and assign DV number 1.1 Pre-Audit DV & check 	none	1 min. 1 day	Admin. Aide (Accounting Office) Pre-audit staff

	completeness of documents 1.2 Check previous cash advance if settled & prepare Certificate of No Outstanding Cash Advance 1.3 Indicate Cash/Fund Availability on DV 1.4 Approval on Box A of DV 1.5		2 mins. 5 mins. 4 hours	Cash Advance Staff Cash/Fund Staff Director
2. Wait for your name to be called.	Process documents	none	5 mins.	Admin. Aide (Records Office)
3. Received the certified request.	Record and release dental certificate.	none	2 mins.	Admin. Aide (Records Office)
TOTAL			12 mins.	

Feedback and Complaints



FEEDBACK AND COMPLAINTS MECHANISMS	
How to send feedback	<p>Clients can send feedbacks by accomplishing the client feedback form found in every office and drop it at a designated drop box in front of section/unit counter areas.</p> <p>QR codes are also provided in each office/unit which will direct clients to Customer/Client Satisfaction Survey (CCSS) System</p> <p>Client can also access through this link https://bit.ly/EVSUCCSS</p>
How to file a complaint	<p>For complaints, clients may raise through the Public Assistance and Complaint Desk found upon entrance in the university. Front Desk/Officers of the Day are designated to man the desk during office hours to attend to clients concerns and queries.</p> <p>Clients may also file complaints through the hotline 888 and Contact Center ng Bayan.</p>
How complaints are processed	<p>Client who lodge complaints real-time after availing of any service may directly process to Public Assistance and Complaint Desk (PACD) who will assist and direct them to the Administrative Services Offices who shall handle and give initial action to the complaint.</p> <p>https://bit.ly/EVSUCCSS can also be resorted in filing complaints which will be processed and reported on a periodic basis.</p>
Contact Information	<p>Telephone No: 321-3269 Email: president@evsu.edu.ph hrmo@evsu.edu.ph</p>



LIST OF OFFICES

Office	Address	Contact Information
EVSU Main Campus	Archbishop Lino Gonzaga Avenue, Tacloban City	president@evsu.edu.ph hrmo@evsu.edu.ph asdevsu2020@gmail.com
EVSU Carigara Campus	Barangay Barugohay Norte, Carigara, Leyte	carigara.campus@evsu.edu.ph
EVSU Tanauan Campus	Havana Street, Brgy. San Miguel, Tanauan, Leyte	evsu.tanauan@evsu.edu.ph
EVSU Burauen Campus	Brgy. San Diego, Poblacion IX, Burauen Leyte	burauen.campus@evsu.edu.ph
EVSU Ormoc Campus	Brgy. Don Felipe Larrazabal, Ormoc, Leyte	hr.ormoc@gmail.com