



EASTERN VISAYAS STATE UNIVERSITY
Tacloban City

CITIZEN'S CHARTER
2019 (1ST Edition)



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Tacloban City

CITIZEN'S CHARTER
2019 (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 as 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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Students Affairs and Services Office

**Admission Application Process for New Students,
Transferees and continuing students**

Type of Service: External

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



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		
New Students: <ol style="list-style-type: none"> 1 Photocopy of High School Report Card with 3rd Grading Rating 1 Photocopy of Certificate of Good Moral 4 pcs. 2 x 2 recent ID Picture with white background 1 long brown envelope 		EVSU SASO or https://apps.evsu.edu.ph		
Transferees: <ol style="list-style-type: none"> 1 Photocopy of Transcript of Records 1 Photocopy of Honorable Dismissal 4 pcs. 2 x 2 recent ID picture with white background 1 long brown envelope 		EVSU SASO or https://apps.evsu.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit https://apps.evsu.edu.ph 1.1 Click Online Admission Icon 1.2 Fill out the Admission Application 1.3 Save, download & print in two copies	Acknowledged thru email	none		none
2. Presents and submits the printed filled out & the admission requirement to the College/Campus on the interview scheduled date.	Conducts assessment & issues examination permit to be presented to the OGS	none	3 minutes	Administrative Aide
3. Proceeds to the OGS and takes the EVSU Admission Test.	Validates examination permit & admit for examination	none	2 hours	Guidance Counselor/ Psychometrician
TOTAL		none	2 hours & 3 mins.	

Types of Service: External

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



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		
New Students: <ol style="list-style-type: none"> 1 Photocopy of High School Report Card with 3rd Grading Rating 1 Photocopy of Certificate of Good Moral 4 pcs. 2 x 2 recent ID Picture with white background 1 long brown envelope 		EVSU SASO or https://apps.evsu.edu.ph		
Transferees: <ol style="list-style-type: none"> 1 Photocopy of Transcript of Records 1 Photocopy of Honorable Dismissal 4 pcs. 2 x 2 recent ID picture with white background 1 long brown envelope 		EVSU SASO or https://apps.evsu.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit https://apps.evsu.edu.ph 1.1 Click Online Admission Icon 1.2 Download & print in two copies 1.3 Fill-out the form	Acknowledged thru email	none	5 minutes	Administrative Aide
2. Presents and submits filled out form & the admission requirement.	Conducts assessment & issues examination schedule/ permit to be presented to the OGS	none	3 minutes	Administrative Aide
3. Proceeds to the OGS and takes the EVSU Admission Test.	Validates examination permit & admit for examination	none	2 hours	Guidance Counselor/ Psychometrician
TOTAL		none		

Types of Service: External
3.Enrolment for New Student
 (For Free Education)



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. 1 Original copy of High School Report Card with 3rd Grading Rating 2. Original copy of Certificate of Good Moral 3. 4 pcs. 2 x 2 recent ID Picture with white background 4. 1 long brown envelope 5. 1 Original Copy of Transcript of Records (for transferees) 6. 1 Original copy of Honorable Dismissal (for transferees) 		EVSU SASO or https://apps.evsu.edu.ph		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit https://apps.evsu.edu.ph 1.1 Click online Registration 1.2 Download form & sign the form	Acknowledged thru email	none		
2. Attend scheduled orientation	Conducts orientation of salient points of the IRR of RA 10931	none	2 hours	Guidance Counselor
3. Proceed to the Advising/Evaluating/Controlling/College/Department	Validates submitted documents, subject loading	none	10 mins	Admin. Aide (Dean's Office)
4. Proceed to accounting office and present the student load. 4.1 Proceed to Deans office for COR signature	Validates student load & release copy of COR. Affix Signature	none	5 mins	Admin. Aide (Accounting Office) Admin. Aide (Dean Secretary)
5. Proceed to Registrar's office to register student enrolment & submit required documents.	Verifies/confirms student enrolment	none	3 mins.	Administrative Aide (Registrar's Office)
TOTAL		none	2 hrs. & 18 mins.	

Types of Service: External

4. Enrolment for New Student

(For Opt-out & Voluntary Contribution)



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. 1 Original copy of High School Report Card with 3rd Grading Rating 2. Original copy of Certificate of Good Moral 3. 4 pcs. 2 x 2 recent ID Picture with white background 4. 1 long brown envelope 5. 1 Original Copy of Transcript of Records (for transferees) 6. 1 Original copy of Honorable Dismissal (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 https://apps.evsu.edu.ph. 1.2 Click online Registration 1.3 Download form & sign the form 	Acknowledged thru email	none		
<ol style="list-style-type: none"> 2. Attend scheduled orientation 	Conducts orientation of salient points of the IRR of RA 10931	none	2 hours	Guidance Counselor
<ol style="list-style-type: none"> 3. Proceed to the Advising/Evaluating/Controlling/College/Department 	Validates submitted documents, subject loading	none	10 mins	Admin. Aide (Dean's Office)
<ol style="list-style-type: none"> 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	none 150.00 (per unit)	5 mins 3 mins	Admin. Aide (Accounting Office) Admin. Aide (Cashier's Office) Admin. Aide (Dean Secretary)
<ol style="list-style-type: none"> 5. Proceed to Registrar's office to register student enrolment & submit required documents. 	Verifies/confirms student enrolment	none	3 mins.	Admin. Aide (Registrar's Office)
TOTAL		none	2 hrs. & 18 mins.	

Types of Service: External
5. Enrolment for Continuing Student
 (For Free Education)



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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit https://apps.evsu.edu.ph 1.2 Click online Registration 1.3 Download form & sign the form	Acknowledged thru email	none		
2. Proceed to the Advising/Evaluating/Controlling/College/Department	Validates submitted documents, subject loading	none	10 mins	Admin. Aide (Dean's Office)
3. Proceed to accounting office and present the student load. 3.1 Proceed to Deans office for COR signature	Validates student load & release copy of COR. Affix Signature	none	5 mins	Administrative Aide (Accounting Office) Administrative Aide (Dean Secretary)
4. Proceed to Registrar's office to register student enrolment & submit required documents.	Verifies/confirms student enrolment	none	3 mins.	Administrative Aide (Registrar's Office)
TOTAL		none	18 mins.	

Types of Service: External

6. Enrolment for Continuing Student

(For Opt-out and Voluntary Contribution)



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		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit https://apps.evsu.edu.ph 1.2 Click online Registration 1.3 Download form & sign the form	Acknowledged thru email	none		
2. Proceed to the Advising/Evaluating/Controlling/College/Department	Validates submitted documents, subject loading	none	10 mins	Admin. Aide (Dean's Office)
3. Proceed to accounting office and present the student load. 3.1 Proceed to cashier's office for collection of student's payment. 3.1 Proceed to Deans office for COR signature	Validates student load & release copy of COR. Affix Signature Validates, receive payment & issue OR Affix Signature	none 150.00 Per unit none	5 mins	Administrative Aide (Accounting Office) Admin. Aide (Cashier's Office) Admin. Aide (Dean Secretary)
4. Proceed to Registrar's office to register student enrolment & submit required documents.	Verifies/confirms student enrolment	none	3 mins.	Administrative Aide (Registrar's Office)
TOTAL		150.00 Per unit	18 mins.	

Feedback and Complaints



FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	Answer the client feedback form and drop it at a designated drop box in front of section counter areas. Contact info: 321-1084 or www.evsu.edu.ph or evsumain.saso@gmail.com
How to file a complaint	Every Friday, an Administrative staff collects all feedback forms and gives it to Director of SASO for opening and recording. Feedback requiring answers are forwarded to the concerned personnel who is required to answer within three (3) days upon receipt of the feedback. The answer of the office is then relayed to the client. For inquiries and follow-ups, clients may contact the SASO at 321-1084 or www.evsu.edu.ph or evsumain.saso@gmail.com
How complaints are processed	A complaint may be filed / submitted to the Student Affairs Services Office via letter or email at evsumain.saso@gmail.com indicating the following: - Name of person being complained - Incident - Evidence - Name of complainant For inquiries and follow-ups, clients may contact at 321-1084
Contact Information	Telephone No: 321-1084 Email: www.evsu.edu.ph or evsumain.saso@gmail.com



Registrar's Office

Issuance of Transcript of Record, Special Order and Certifications

Type of Service: External

1. Transcript of Record

A copy of a student's permanent academic record for purposes of employment, enrolment, scholarship etc.



Office or Division:		Registrar's Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		EVSU Graduates		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 1. Clearance 2. 2pcs 2 x 2 colored picture in academic gown. 3. 1 pc. 2.5 x 3.5 colored picture in academic gown. 4. Authorization letter (If representative) 		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit filled in request form together with required documents	1. Receive and review request form and requirements 1.1 Check student records. 1.2 Issue bill of payment	none	20 mins.	Admin. Aide
2. Pay fee at the Cashier's office and present Official Receipts	1. Record OR and issue claim stub. 2. Request for pull out of student record 3. Process TOR 4. Secure authorized signature & Encode document for release. 5. Do quality control of the document before release	100.00 (1 st page) 40.00 (succeeding page)	5 mins 1 day 5 days 1 day 5 mins	Admin. Aide (Cashier's Office) Admin. Aide. (Registrar's Office) Admin. Aide. (Registrar's Office) Admin. Aide. (Registrar's Office)
3. Claim Request	Release request to the student/ representative	none	5 mins	Admin. Aide (course in charge)
TOTAL			7 days & 35 mins.	

Type of Service: External

2. Issuance of Special Order

Issued to student who graduated and aims for further, employment etc.



Office or Division:		Registrar's Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		EVSU Graduates		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplish request form 2. Authorization letter (If representative)		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit accomplished request form.	1. Receive and check duly accomplished request form; Issue bill of payment	none	5 mins.	Admin. Aide (Registrar's Office)
2. Pay fee at the Cashier's office and present the receipt.	1. Record the Official Receipt number in the request form and return the OR to the student. 1.1 Process Request 1.2 Secure authorized signature	50.00	5 mins	Admin. Aide (Registrar's Office)
			1 day	Admin. Aide (Registrar's Office)
			1 day	Admin. Aide (Registrar's Office)
3. Claim Request	1. Release request to the student/ representative	none	5 mins	Admin. Aide (course in charge)
TOTAL		50.00	2 days & 10 mins.	

Type of Service: External

3. Issuance of Certificates

Issued to student who graduated and aims for further, employment etc.



Office or Division:		Registrar's Office		
Classification:		Simple		
Type of Transaction:		Government to Citizen		
Who may avail:		EVSU Graduates		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Duly accomplish request form 2. Authorization letter (If representative)		Registrar's Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit accomplished request form.	1. Receive and check duly accomplished request form; Issue bill of payment	none	5 mins.	Admin. Aide (Registrar's Office)
2. Pay fee at the Cashier's office and present the receipt.	1. Record the Official Receipt number in the request form and return the OR to the student.	50.00	5 mins.	Admin. Aide (Registrar's Office)
	1.1 Process Request		5 mins.	Admin. Aide (Registrar's Office)
	1.2 Secure authorized signature		5 mins.	Admin. Aide (Registrar's Office)
3. Claim Request	1. Release request to the student/ representative	none	5 mins	Admin. Aide (course in charge)
TOTAL		50.00	2 days & 10 mins.	

Feedback and Complaints



FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	Answer the client feedback form and drop it at a designated drop box in front of section counter areas. Contact info: 321-8010 or evsuregistrar@gmail.com
How to file a complaint	Every Friday, an Administrative staff collects all feedback forms and gives it to Registrar Officer for opening and recording. Feedback requiring answers are forwarded to the concerned course in charge who is required to answer within three (3) days upon receipt of the feedback. The answer of the office is then relayed to the client. For inquiries and follow-ups, clients may contact the Registrar's Office at 321-8010 or evsuregistrar@gmail.com
How complaints are processed	A complaint may be filed / submitted to the University Registrar via letter or email at our@upd.edu.ph indicating the following: - Name of person being complained - Incident - Evidence - Name of complainant. For inquiries and follow-ups, clients may contact at 321-8010 or evsuregistrar@gmail.com
Contact Information	Telephone No: 321-8010 Email: evsuregistrar@gmail.com

Cashier's Office

Issuance of Official Receipt's

Type of Service: External

1. Issuance of Certificates

Issued to student who graduated and aims for further, employment etc.



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 (Cahier's Office)
TOTAL		80.00	4 mins.	

Type of Service: External



2. Collection of Student's Payment

Issued to student who opt-out and 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.	

Feedback and Complaints



FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	Answer the client feedback form and drop it at a designated drop box in front of section counter areas. Contact info: 321-8010 or cashiering@evsu.edu.ph
How to file a complaint	Every Friday, an Administrative staff collects all feedback forms and gives it to Cash Officer for opening and recording. Feedback requiring answers are forwarded to the concerned course in charge who is required to answer within three (3) days upon receipt of the feedback. The answer of the office is then relayed to the client. For inquiries and follow-ups, clients may contact the OUR at 321-8010 or cashiering@evsu.edu.ph
How complaints are processed	A complaint may be filed / submitted to the University Cashier via letter or email at our cashiering@evsu.edu.ph indicating the following: - Name of person being complained - Incident - Evidence - Name of complainant. For inquiries and follow-ups, clients may contact at 321-8010 or cashiering@evsu.edu.ph
Contact Information	Telephone No: 321-8010 Email: evsuregistrar@gmail.com

Human Resource Management Office

Issuance of Certificates

Type of Service: External

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

EVSU Inactive Employees requests for Certificate of Employment for purposes of Separation and Personal use, this can only be process once the employee has accomplished his/her 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. 		Human Resource Management Office		
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 certificate to unit head for signature. 1.3. Forwards signed certificate to the Releasing and Receiving Personnel. 	80.00	15 mins.	Admin. Aide (HRM Office)
<ol style="list-style-type: none"> 2. Requesting employee/authorize representative receives certificate of employment 	<ol style="list-style-type: none"> 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.	

Feedback and Complaints



FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	Answer the client feedback form and drop it at a designated drop box in front of section counter areas. Contact info: 321-3269 or hrmo@evsu.edu.ph
How to file a complaint	Every Friday, an Administrative staff collects all feedback forms and gives it to Human Resource Officer for opening and recording. Feedback requiring answers are forwarded to the concerned personnel who is required to answer within three (3) days upon receipt of the feedback. The answer of the office is then relayed to the client. For inquiries and follow-ups, clients may contact the HRMO at 321-3269 or hrmo@evsu.edu.ph
How complaints are processed	A complaint may be filed / submitted to the Human Resource Management Office via letter or email at hrmo@evsu.edu.ph indicating the following: - Name of person being complained - Incident - Evidence - Name of complainant. For inquiries and follow-ups, clients may contact at 321-3269 or hrmo@evsu.edu.ph
Contact Information	Telephone No: 321-3269 Email: hrmo@evsu.edu.ph



Medical Office

Internal Services

Type of Service: Internal

1. Outpatient Medical Consultation

This refers to 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		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ol style="list-style-type: none"> 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			23 mins.	

Feedback and Complaints



FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	Answer the client feedback form and drop it at a designated drop box in front of section counter areas. Contact info: 321-1084 or www.evsu.edu.ph
How to file a complaint	Every Friday, an Administrative staff collects all feedback forms and gives it to Medical Officer for opening and recording. Feedback requiring answers are forwarded to the concerned personnel who is required to answer within three (3) days upon receipt of the feedback. The answer of the office is then relayed to the client. For inquiries and follow-ups, clients may contact the Medical Office at 321-1084 or www.evsu.edu.ph
How complaints are processed	A complaint may be filed / submitted to the Medical Office via letter or email at www.evsu.edu.ph indicating the following: - Name of person being complained - Incident - Evidence - Name of complainant. For inquiries and follow-ups, clients may contact at 321-1084 or www.evsu.edu.ph
Contact Information	Telephone No: 321-1084 Email: www.evsu.edu.ph



Dental Office

Internal Services

Type of Service: Internal

1. Dental Services

Provides basic dental procedures for college entrants, for pre-employment requirement.



Office or Division:		Dental Office		
Classification:		Simple		
Type of Transaction:		Government to Government / Gov't. to Citizen		
Who may avail:		EVSU Employees, student, Non-Evsu Client		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Consultation Slip 2. Student/Employee ID		Dental Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
(Requiring Immediate Action)				
1. Fill up consultation slip, inform dental complaint	1. Guide patient to the University President. 1.1. Proceed Dental procedures	none	5 mins. 1 hour	Admin. Aide (Dental Office) Dentist
(Non-urgent)				
2. Wait for your name to be called.	2. Ask Reason for consultation and write findings on chart. 2.1. Conduct appropriate treatment or assessment	none	5 mins 1 hour	Dentist (Dental Office)
3. Get statement of account, pay to the cashier & present official receipt to the dental staff	3. Record and release dental certificate.	50.00	10 mins.	Admin. Aide (Dental Office)
TOTAL		50.00	1 hour & 15 mins.	

Feedback and Complaints



FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	Answer the client feedback form and drop it at a designated drop box in front of section counter areas. Contact info: 321-1084 or www.evsu.edu.ph
How to file a complaint	Every Friday, an Administrative staff collects all feedback forms and gives it to Dental Officer for opening and recording. Feedback requiring answers are forwarded to the concerned personnel who is required to answer within three (3) days upon receipt of the feedback. The answer of the office is then relayed to the client. For inquiries and follow-ups, clients may contact the Dental Office at 321-1084 or www.evsu.edu.ph
How complaints are processed	A complaint may be filed / submitted to the Dental Office via letter or email at www.evsu.edu.ph indicating the following: - Name of person being complained - Incident - Evidence - Name of complainant. For inquiries and follow-ups, clients may contact at 321-1084 or www.evsu.edu.ph
Contact Information	Telephone No: 321-1084 Email: www.evsu.edu.ph



Human Resource Management Office

Issuance of Certificates

Type of Service: Internal

2. 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"> 1. Duly accomplished request Slip Form 2. 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	<ol style="list-style-type: none"> 1. Receives and forwards request slip form to the concerned person. 1.1. Receives request slips. 1.2. Forwards copy of certificate of employment to unit head for signature. 1.3. 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	<ol style="list-style-type: none"> 1. Encodes and releases Certificate of Employment to requesting employee or authorize representative 	none	1 min.	Admin. Aide (HRM Office)
TOTAL			16 mins.	

Type of Service: Internal

3. Processing of Service Record

Eligible employees in the University may request for 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		
1. Duly accomplished request Slip Form 2. 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 authorize representative	none	2 min.	Admin. Aide (HRM Office)
TOTAL			12 mins.	

Type of Service: Internal

4. 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"> 1. Duly accomplished travel authority application form endorsed by the unit head. 2. Letter of Invitation/copy of award/program. 		Person requesting/Unit/College/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	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. 2.1 For REPS: forward request to the Office of the President for agenda, evaluation and approval.	none	1 day	Admin. Aide (HRM Office)
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.	

Type of Service: Internal

5. 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.	

Type of Service: Internal

6. 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.	

Type of Service: Internal

7. Request for Payment of Terminal Leave Benefit for Retirement Gratuity Benefit Early / Optional / Compulsory / Disability Retirement / Deceased



For official/employee of the Government service who retires from the service.

Office or Division:		Human Resource Management Office		
Classification:		Technical		
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. Copy of latest Notice of Salary Adjustment (NOSA) / Notice of Salary Increment (NOSI). 7. GSIS Voucher/Clearance 		CSC Website / HRM Office Requesting Party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request terminal leave with complete requirements.	1. Receives request and evaluate completeness of documents.	none	10 mins.	Admin. Aide (HRM Office)
2. Signs of conforme of earned leave credits.	2. Verify records, prepares and computes terminal earned leave credits.	none	5 days	Admin. Aide (HRM Office)
3. Received the approved request.	3. Release Documents	none	2 mins.	Admin. Aide (HRM Office)
TOTAL			15 mins.	

Feedback and Complaints



FEEDBACK AND COMPLAINTS MECHANISMS	
How to send a feedback	Answer the client feedback form and drop it at a designated drop box in front of section counter areas. Contact info: 321-3269 or hrmo@evsu.edu.ph
How to file a complaint	Every Friday, an Administrative staff collects all feedback forms and gives it to Human Resource Officer for opening and recording. Feedback requiring answers are forwarded to the concerned personnel who is required to answer within three (3) days upon receipt of the feedback. The answer of the office is then relayed to the client. For inquiries and follow-ups, clients may contact the HRMO at 321-3269 or hrmo@evsu.edu.ph
How complaints are processed	A complaint may be filed / submitted to the Human Resource Management Office via letter or email at hrmo@evsu.edu.ph indicating the following: - Name of person being complained - Incident - Evidence - Name of complainant. For inquiries and follow-ups, clients may contact at 321-3269 or hrmo@evsu.edu.ph
Contact Information	Telephone No: 321-3269 Email: hrmo@evsu.edu.ph



Records Office

Internal Services

Type of Service: Internal



1. Request for Certified Photocopy of Records

Provides 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, student, Non-Evsu Client		
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. Received the certified request.	Record and release dental certificate.	none	2 mins.	Admin. Aide (Records Office)
TOTAL			12 mins.	

Type of Service: Internal



1. Request for Certification of Non-Availability for records

Office or Division:		Records Office		
Classification:		Simple		
Type of Transaction:		Government to Government / Gov't. to Citizen		
Who may avail:		EVSU Employees, student, Non-Evsu Client		
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. 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 a feedback	Answer the client feedback form and drop it at a designated drop box in front of section counter areas. Contact info: 321-3271 or www.evsu.edu.ph
How to file a complaint	Every Friday, an Administrative staff collects all feedback forms and gives it to Records Officer for opening and recording. Feedback requiring answers are forwarded to the concerned personnel who is required to answer within three (3) days upon receipt of the feedback. The answer of the office is then relayed to the client. For inquiries and follow-ups, clients may contact the Records Office at 321-3271 or www.evsu.edu.ph
How complaints are processed	A complaint may be filed / submitted to the Records Office via letter or email at www.evsu.edu.ph indicating the following: - Name of person being complained - Incident - Evidence - Name of complainant. For inquiries and follow-ups, clients may contact at 321-3271 or www.evsu.edu.ph
Contact Information	Telephone No: 321-1084 Email: www.evsu.edu.ph



Accounting Office

Internal Services

Type of Service: Internal

1. 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	1. Receive DV and assign DV number	none	1 min.	Admin. Aide (Accounting Office)
	1.1 Pre-Audit DV & check completeness of documents		1 day	Pre-audit staff
	1.2 Check previous cash advance if settled & prepare Certificate of No Outstanding Cash Advance		2 mins.	Cash Advance Staff
	1.3 Indicate Cash/Fund Availability on DV		5 mins.	Cash/Fund Staff
	1.4 Approval on Box A of DV		4 hours	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 a feedback	Answer the client feedback form and drop it at a designated drop box in front of section counter areas. Contact info: 321-3271 or www.evsu.edu.ph
How to file a complaint	Every Friday, an Administrative staff collects all feedback forms and gives it to Accountant Officer for opening and recording. Feedback requiring answers are forwarded to the concerned personnel who is required to answer within three (3) days upon receipt of the feedback. The answer of the office is then relayed to the client. For inquiries and follow-ups, clients may contact the Accounting Office at 321-3271 or www.evsu.edu.ph
How complaints are processed	A complaint may be filed / submitted to the Accounting Office via letter or email at www.evsu.edu.ph indicating the following: - Name of person being complained - Incident - Evidence - Name of complainant. For inquiries and follow-ups, clients may contact at 321-3271 or www.evsu.edu.ph
Contact Information	Telephone No: 321-1084 Email: www.evsu.edu.ph

	EASTERN VISAYAS STATE UNIVERSITY	
	Title of Form: CLIENT FEEDBACK FORM	Control No. EVSU-ADM-F-015
		Revision No. 01
		Date November 06, 2019

Please let us know how we have served you. This form is used for complaint and/or suggestion

NAME: _____

ADDRESS: _____

TEL. NO.: _____ DATE: _____

EMAIL ADDRESS: _____

SERVICE AVAILED OF (please check):

- Certificate of Employment
- Certificate of Leave Balance
- Certificate of Service Credits
- Certificate of Net Take Home Pay
- Certificate of Authority to Travel Abroad
- SA Certification
- Clearance
- Others (Please Specify): _____

Purpose of Transaction: _____

Person transacted with: _____

Part I: Customer Satisfaction Rating

For the following questions, this rating scale shall be used.

- 5 – Outstanding 2 – Fair
- 4 – Very Satisfactory 1 – Poor
- 3 – Satisfactory

Questions	5	4	3	2	1
1. How would you rate your OVERALL SATISFACTION with regards to the quality of delivery?					
2. How satisfied are you in terms of response time to your transaction given by the office?					
3. How satisfied were you with the outcome of the service provided?					
4. How satisfied were you with the service provider's extensive information on/understanding of the service being provided?					
5. How satisfied were you with the service provider's competence or the skill in delivering service?					
6. How satisfied were you with the service provider's friendliness, courteousness/politeness, fair treatment and willingness to do more than what is expected or going the extra mile?					

Part II: Customer Feedback

1. I am providing a:
 - Compliment
 - Suggestion
 - Complaint

2. Facts or details about the incident:

3. Recommendations/ suggestions/ desired action from the office:

SCHEDULE OF FEES AND CHARGES

SY 2020 - 2021

GRADUATE LEVEL	1 st Semester	2 nd Semester
<i>Tuition Fee</i>		
Doctoral	P 250.00/unit	P 250.00/unit
Masteral	P 200.00/unit	P 200.00/unit
Registration Fee	50.00	50.00
Medical Fee	50.00	50.00
Dental Fee	50.00	50.00
Library Fee	150.00	150.00
ID Fee	75.00	75.00
Insurance Fee	100.00	
Journal Fee	50.00	50.00 (new)
Student Activities Fee	50.00	50.00
Student Council Fee	25.00 (Old) 50.00 (New)	25.00 (Old) 50.00 (No)
Trust Fund	50.00	50.00
Cultural Fee	20.00 (Old) 150.00 (New)	20.00 (Old) 150.00 (New)
Guidance Fee	30.00	30.00
Internet Fee	100.00	100.00
Student Development Fee	500.00	500.00
Laboratory Fee (For MSIT Programm Only)	500.00	500.00
Re-enrollment	100.00	100.00

COLLEGE LEVEL (Undergraduate Program)	1 st Semester	2 nd Semester
<i>Tuition Fee</i>		
College	P 100.00/unit(5 th year) 150.00/unit(4 th yr., 3 rd yr., 2 nd yr., 1 st yr. & returnee	P 100.00/unit(5 th year) 150.00/unit(4 th yr., 3 rd yr., 2 nd yr., 1 st yr. & returnee
DTS/DTE Courses	P 150.00	P 150.00
<i>Laboratory Fee</i>		
Computer Fee	200.00/ 3 units	200.00/ 3 units
Other Laboratory	P 100.00/unit(5 th year) 150.00/unit(4 th yr., 3 rd yr., 2 nd yr., 1 st yr. & returnee	P 100.00/unit(5 th year) 150.00/unit(4 th yr., 3 rd yr., 2 nd yr., 1 st yr. & returnee
Speech Lab Fee (for student taking speech class subject)	210.00	210.00
Cisco Lab Fee (for CCNA Subject)	600.00	600.00
Registration Fee	50.00	50.00
Medical Fee	50.00	50.00 (new)
Dental Fee	50.00	50.00
Library Fee	150.00	150.00
ID Fee	75.00	75.00

Athletic Fee	P 50.00(4 th & 5 th year) 150.00/unit(3 rd yr., 2 nd yr., 1 st yr. & returnee	P 50.00(4 th & 5 th year) 150.00/unit(3 rd yr., 2 nd yr., 1 st yr. & returnee
Insurance Fee	100.00	100.00
Internet Fee	100.00	100.00
Student Activities Fee	50.00	50.00
Student Council Fee	50.00	50.00
School Organ	P 50.00(3 rd , 4 th & 5 th year) 100.00/unit(2 nd yr., 1 st yr. new & returnee	P 50.00(3 rd , 4 th & 5 th year) 100.00/unit(2 nd yr., 1 st yr. new & returnee

<i>Trust Fund</i>	50.00	50.00
Cultural Fee	P 20.00(4 th & 5 th year) 150.00/unit(3 rd , 2 nd yr., 1 st yr. new & returnee	P 20.00(4 th & 5 th year) 150.00/unit(3 rd , 2 nd yr., 1 st yr. new & returnee
Internet Fee	100.00	100.00
NSTP/CWTS	225.00	225.00
Guidance Fee	30.00	30.00
SCUAA Fee	30.00	30.00
Student Practicum Fee	300.00	300.00
OJT Fee	1,000.00	1,000.00
COED SDF	500.00	500.00
CAS SDF	500.00	500.00
COBE SDF	500.00	500.00
COE ELDF	500.00	500.00
COT SDF	500.00	500.00
COAAD SDF	500.00	500.00

SECONDARY LEVEL	
SDF	400.00/ grading period
Registration Fee	50.00
Athletic Fee	50.00 (4 th yr.) 150.00 (3 rd yr, 2 nd yr. 1 st yr, new, returnee)
Medical Fee	50.00
Dental Fee	50.00
Student Activities Fee	50.00
Guidance Fee	30.00
Boy Scout of the Phil.	25.00
Girl Scout of the Phil.	25.00
School Organ Fee	50.00 (3 rd yr., 4 th yr.) 100.00 (2 nd yr. 1 st yr, new, returnee)
Student Council Fee	25.00 (4 th yr.) 50.00 (3 rd yr, 2 nd yr. 1 st yr, new, returnee)
Cultural Fee	20.00 (4 th yr.) 150.00 (3 rd yr, 2 nd yr. 1 st yr, new, returnee)
SDF Fee	400.00
ID Fee	75.00
Insurance Fee	100.00

OTHER FEES	1 st Semester
Entrance Examination	250.00
Registration Fee	50.00

Comprehensive Exam Fee	
Ph.D.	2,000.00
Masteral	1,500.00

Transcript of Record	
1 st page	100.00
Page thereafter	40.00/page

Removal Exam Fee	50.00/unit
Completion Fee	50.00/unit
Adding	50.00/unit
Dropping	50.00/unit
Changing Subject	50.00/unit
Certification Fee	50.00
Honorable Dismissal	50.00
Special Order	50.00
School Organization Fee	50.00
Enrollment Form (COR) 2 nd Copy	50.00
Authentication Fee	10.00/page
Documentary Stamp	15.00/document
Graduation Fee	
Graduate School	700.00
Undergraduate	500.00
Non-degree Courses	500.00
Secondary	150.00
Residency	100.00
Assessment Fee (2 nd Copy)	40.00
Penalty for Late Enrollment	
1 st day	20.00
Succeeding Days	20.00 + 10.00 day
Gate Pass	
Two-wheels	200.00
Four-wheels	400.00
Auditorium Rentals	
Space w/ lights	5,000.00
Space w/out lights	4,000.00
Drum & Buggle	1,000.00
Combo Set	2,000.00
Lights & Sounds	5,000.00