



TARLAC AGRICULTURAL UNIVERSITY

CITIZEN'S CHARTER HANDBOOK

2024 (First Edition)





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FOREWORD

Integrity, Excellence and Service. These are the three core values of the Tarlac Agricultural University (TAU), serving as pillars in delivering all its services to the public, especially to our students, the communities and all our stakeholders.

The University is highly committed in advancing the governments initiatives in reducing red tape, increasing access to government services and in safeguarding against bureaucratic corruption which is the purpose of RA No. 11032 otherwise known as the “Ease of Doing Business and Efficient Service Delivery Act of 2018”. Hence our procedures and processes as we serve our client is continually improved basing these on clients’ feedbacks, and statutory and regulatory requirement.

These procedures and processes as we serve the public is embodied in this FY 2024 Citizen’s Charter Handbook, providing comprehensive details on how we can avail of the University’s services with utmost efficiency. This handbook includes both the external and internal services of TAU.

This Citizen’s Charter Handbook is TAU’s manifestation of its strong commitment to continually improve its service delivery, perform services with transparency and accountability. By implementing our Citizen’s Charter as we serve our public, TAU aims to enhance efficiency, good governance, and create a client-friendly environment.


MAX P. GUILLERMO, PhD
University President



I. Philosophy

In an environment of academic excellence, TAU harnesses, develops and catalyzes the conversion of the full potentials and capabilities of students into becoming responsible and competent professionals in agriculture and allied disciplines.

II. Mandate

TAU shall primarily provide advanced education, higher technological, professional instruction and training in the fields of agriculture, agribusiness management, science and technology, engineering, teacher education, non-traditional courses, and other relevant fields of study. It shall also undertake research, extension services, and production activities in support of the development of the Province of Tarlac, and provide leadership in its areas of specialization.

III. Vision

TAU is one of the top 500 universities in Asia.

IV. Mission

TAU is committed to improve the quality of life through the production of globally competent graduates and relevant technologies in the service of society.

V. Service Pledge

As public servants, the faculty and non-teaching personnel of the Tarlac Agricultural University are firmly committed to serve our clients and stakeholders with Integrity and Excellence.

We shall at all times, ensure our full compliance with the Code of Conduct and Ethical Standards for Public Officials and Employees and therefore promise to serve our people with FIDELITY, RESPECT, INTEGRITY AND EXCELLENCE.

We shall respond efficiently and promptly to our clients' requests through quality service, and carry out our duties and responsibilities as we had pledged as public servants.



As a community of public servants, TAU is committed to satisfy the expectations of its stakeholders through the continual improvement of all its processes towards the attainment of its strategic quality objectives anchored in the provision of good governance, quality instruction, relevant research, responsive extension services and sustainable production that adhere to a globally recognized quality system management and applicable statutory and regulatory requirements.

As trusted individuals to dispense public service, we commit ourselves to offer services with fairness and without any bias, and to provide adequate and up to date information ensuring a high level of transparency.

This is our pledge to the people of the Republic of the Philippines.



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Office of the Student Services and Development (OSSD)

External/Internal Services



1. APPLICATION FOR DORMITORY ACCOMMODATION (LADIES' & MEN'S DORMITORY)

This service allows students to apply for accommodation in the dormitories offered by the University. Both Ladies' and Men's dormitories follow the same procedure and necessitate the same documentary requirements.

Office or Division:	Office of Student Services and Development			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Bona fide Students of Tarlac Agricultural University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Two (2) 1"x1" and One (1) 2"x2" with name tag ID picture (for new applicants only)		NONE		
One (1) 1" x 1" ID picture (for renewal only)		NONE		
Certificate of Registration (COR)		Tarlac Agricultural University – Admission and Registration Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application for Accommodation Form (4 copies) at the Dormitory Office (located at Ladies' Dorm); and fill-out the application form	1.1 Provide Application for Accommodation Form 1.2 Show facilities, amenities and rooms 1.3 Provide brief orientation on Dorm House Rules and Regulations	None	10-15 minutes	<i>Dorm Manager/ Houseparent Ladies Dormitory</i>
2. Submit accomplished Application for Accommodation Form and secure approval (one copy of the approved form will be retained at the OSSD)	2.1 Approval of application for accommodation	None	3 minutes	<i>Dorm Manager and OSSD Director or OSSD Assistant Director Office of the Student Services and Development</i>
3. Submit a copy of approved	3.1 Provide order of payment and	None	2 minutes	<i>Accounting Staff</i>



Application for Accommodation Form to the Accounting Office	tagging of Dorm fee into his/her account			<i>Accounting Office, Administration Building</i>
4. Pay to the Cashier's Office	4.1 Process payment and issue Official Receipt	Reservation Fee -Php 200.00	5 minutes	<i>Collecting Officer Cashier's Office, Administration Building</i>
5. Submit a copy of approved Application for Accommodation Form and Present receipt to the Dorm Manager	5.1 Provide room assignment	None	5 minutes	<i>Dormitory-in-Charge Ladies Dormitory and Men's Dormitory</i>
TOTAL		Php 200.00	30 Minutes	



2. APPLICATION FOR FINANCIAL ASSISTANCE (SCHOLARSHIP/ GRANT/ LOAN)

This process allows students to secure slots for available financial assistance such as scholarships, grants, or loans.

Office or Division:	Office of Student Services and Development			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Bona fide Students of Tarlac Agricultural University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
One (1) 1" x 1" ID picture (for renewal only)		NONE		
Certificate of Registration (COR)		Tarlac Agricultural University – Admission and Registration Services		
Certificate of Grades		Tarlac Agricultural University – Admission and Registration Services		
Other Documents required by the scholarship program				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Scholarship Form at the Office of Student Services and Development or download the form online	1.1. Provide Scholarship Form	NONE	2 minutes	<i>OSSD Staff</i> <i>Office of Student Services and Development, Administration Building</i>
2. Fill-out application Form	2.1 assist the applicant for any queries when filling out the form	NONE	5 minutes	
3. Submit accomplished application form with the required documents	3.1 Assess application form and evaluate the required documents	NONE	3 minutes	<i>OSSD Staff or Chair of Financial and Educational Assistance or Chief of Institutional Programs and Services Unit</i> <i>Office of Student Services and Development,</i>



				<i>Administration Building</i>
4. Submit assessed application form for endorsement	4.1 Endorse application to the Vice President for Student Affairs and Services (VPSAS) or Scholarship Sponsors	NONE	3 minutes	<i>OSSD Director or OSSD Assistant Director or Chief of Institutional Programs and Services Unit</i> <i>Office of Student Services and Development, Administration Building</i> <i>Scholarship Sponsors</i>
5. Review applications and documentary requirements	5.1 Approved/ Disapproved application for financial assistance	NONE	1-3 weeks	<i>VP for Student Affairs and Services</i> <i>Scholarship Sponsors</i> <i>Office of the Vice President for Student Affairs and Services, Administration Building</i>
6. Submit approved application form to OSSD	6.1 File approved form and encode applicant's information in the system		5 minutes	OSSD staff
TOTAL		NONE	20 Minutes	



3. CLAIMING OF INSURANCE BENEFITS (Accident and Death)

This service allows students who are involved in accidents to claim insurance benefits. These benefits include medical reimbursements and death claims.

Office or Division:	Office of Student Services and Development			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Bona fide Students of Tarlac Agricultural University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Police / Incident Report		Police Station where the accident occurred		
Medical Certificate		Hospital		
Certificate of Registration		Tarlac Agricultural University – Admission and Registration Services		
Identification Card		NONE		
Official Receipts of Expenses		NONE		
Death Certificate (For Death Claims)		Municipal Civil Registrar		
Other Documents Required by the insurance company depending on the nature/type of accident		NONE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Form at the Office of Student Services and Development or download the form online	1.1 Provide Form	NONE	2 minutes	OSSD Staff
2. Fill-out the form and have this notarized	2.1 answer queries in filling out the form, if necessary	NONE	1 day	OSSD Staff
3. Submit accomplished and notarized form with the required documents at the Office of Student Services and Development	3.1 Assess application form and evaluate the required documents	NONE	5 minutes	OSSD Staff or Chair of Financial and Education Assistance or
	3.2 Submit accomplished and notarized form with the	NONE	1 day	Chief of Institutional Programs and Services Unit



	required documents to Insurance Company			
4. Claim Check at Cashier's Office	4.1 Release check to the claimant	NONE	5 minutes	<i>Cashier's Staff</i>
TOTAL		NONE	1 Day	

Note: After the submission of accomplished and notarized form and required documents to the Insurance Company (Step 3), the processing of claims / insurance benefits may take One (1) to two (2) months.



4. ISSUANCE OF CERTIFICATE OF GOOD MORAL CHARACTER

This service allows students to secure copies of their certificate of good moral character.

Office or Division:	Office of Student Services and Development			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Bona fide Students of Tarlac Agricultural University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card (I.D.)		Tarlac Agricultural University – Admission and Registration Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Identification Card, and secure pay slip at the Office of Student Services & Development or Fill-out application from online	1.1 Provide billing statement and advise client to pay at the Cashier's Office while certificate is being processed		1 minute	OSSD Staff
2. Present the Good Moral Character issuance slip at the Cashier's Office	2.1 Process payment and issue Official Receipt	Php. 50.00	5 minutes	Collecting Officer Cashier's Office, Administration Building
3. Present receipt at the OSSD and get the Certificate	3.1 Authenticate the Certificate and release certificate duly signed by the Director or Assistant Director of the Office of Student Services and Development		5 minutes	OSSD Staff Office of Student Services and Development, Administration Building
4. Accomplish the client's feedback form	4.1 Receive the filled-up evaluation form		3 Minutes	OSSD Staff Office of Student Services and Development, Administration Building
TOTAL		Php 50.00	14 Minutes	



5. AVAILING REFERRAL, COUNSELING AND FOLLOW-UP SERVICE FROM THE STUDENT WELFARE UNIT

This service allows the students to avail referral, counseling and follow-up services to address various academic, personal, and social challenges they may encounter during their educational journey.

Office or Division:	Office of Student Services and Development			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Bona fide Students of Tarlac Agricultural University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card (I.D.)		Tarlac Agricultural University – Admission and Registration Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish the Counseling Appointment/Referral form	1.1. Check Guidance Counselor's/ Associate's availability for client's preferred date; or 1.2 Accomplish the Guidance Counseling Call Slip form and call the attention of the referred client.	NONE	5 Minutes	<i>Guidance Counselor or Guidance Associate of respective Colleges</i>
2. Wait for the confirmation of date, time, and platform from the Guidance Counselor/Associate	2.1. Confirm appointment with the client	NONE	2 Minutes	<i>Guidance Counselor or Guidance Associate of the respective Colleges</i>
3. Attend on the agreed date and time of counseling/ tele-counseling session	3.1 Conduct counseling session	NONE	45 Minutes	<i>Guidance Counselor or Guidance Associate of the respective Colleges</i>
4. Suggest availability for follow-up session	4.1 Schedule Follow-up counseling sessions (as needed).	NONE	2 Minutes	<i>Guidance Counselor or Guidance Associate of the respective Colleges</i>



5. Attend the follow-up session	5.1 Conduct Follow-up counseling session	NONE	45 Minutes	<i>Guidance Counselor or Guidance Associate of the respective Colleges</i>
6. Attend the closure session	6.1 Terminate the Counselee Counselor relationship.	NONE	20 Minutes	<i>Guidance Counselor or Guidance Associate of the respective Colleges</i>
7. Accomplish the Guidance and Counseling client's feedback form	7.1 Receive the filled-up evaluation form	NONE	5 Minutes	<i>Guidance Counselor or Guidance Associate of the respective Colleges</i>
TOTAL		NONE	2 Hours	

*** For clients who need highly specialized intervention or if the case is beyond the capacity of the guidance counselor, referral to professionals outside the University is recommended.



6. AVAILING TESTING SERVICE FROM THE STUDENT WELFARE UNIT

This service allows students and employees to take psychological tests currently offered by the university. Students shall also be given an explanation of the results of the test.

Office or Division:	Office of Student Services and Development			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Bona fide Students and employees of Tarlac Agricultural University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card (I.D.)		NONE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the Guidance office for the scheduling	1.1 Scheduling of Testing Note: depending on the availability of the assessment tool or test.	NONE	5 Minutes	<i>Guidance Counselor or Guidance Associate of respective Colleges</i>
2. Proceed to the testing venue, present the testing slip and take the test on the scheduled exam date and time	2.1 Administer psychological test	NONE	Testing time depends on the nature of the test	<i>Guidance Counselor or Guidance Associate of the respective Colleges</i>
3. Return after a week to claim the test/ assessment result	3.1 Explain the test result	NONE	15- 30 Minutes	<i>Guidance Counselor or Guidance Associate of the respective Colleges</i>
4. Accomplish the client's feedback form	4.1 Receive the filled-up evaluation form	NONE	5 Minutes	<i>Guidance Counselor or Guidance Associate of the respective Colleges</i>
TOTAL		NONE	Depending on the Nature of Test	



7. RECOGNITION AND RENEWAL OF STUDENT ORGANIZATIONS

This service allows student organizations to apply for recognition and renewal. Recognized student organizations are allowed to conduct student activities within and outside of the campus as well as use university facilities, subject to availability.

Office or Division:	Office of Student Services and Development			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Bona fide Students of Tarlac Agricultural University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Constitution and By-Laws of the Organization		NONE		
List of Officers and Members		NONE		
Calendar of Activities/Annual Workplan		NONE		
Accomplishment Report with Financial Statement		NONE		
Other Documents Required by the Student Organization Program		NONE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application Form at the Office of the Student Services & Development/ download the form online	1.1 Provide application form	NONE	5 minutes	OSSD Staff Office of Student Services and Development, Administration Building
2. Submit accomplished application form with the required supporting documents to the Office of Student Services and Development	2.1 Assess and evaluate documents 2.2 Approve/ Disapprove Recognition/ Renewal of Student Organization	NONE	15 minutes	OSSD Staff and Chair of Student Organization Office of Student Services and Development, Administration Building
3. Accomplish the Clients' Feedback Form and drop in the sealed box		NONE	5 minutes	OSSD Staff
TOTAL		NONE	25 Minutes	



8. ADMISSION TEST FROM STUDENT WELFARE UNIT

This service allows student-applicants to take the admission test necessary for their application to enroll in the university.

Office or Division:	Office of Student Services and Development			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Applicants for admission			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card (I.D.)		NONE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Visit the OSSD for the schedule of testing	1.1 Scheduling of Testing	NONE	5 Minutes	<i>Designate Guidance Counselor of different Colleges</i>
2. Proceed to the announced testing venue, present the testing slip and take the test on the scheduled exam date and time	2.1 Administer admission test	NONE	4 hours	<i>Designate Guidance Counselor of different Colleges</i>
3. Wait for the test result on the announced date of release. You will receive a mail or you can check the TAU website or check the OSSD Bulletin Board.	3.1 Guidance Counselors/ Associates will send the test via mail or post the test in the TAU website or OSSD Bulletin Board.	NONE	1 week	<i>Designate Guidance Counselor of different Colleges</i>
4. Accomplish the client's feedback form	4.1 Receive the filled-up evaluation form	NONE	5 Minutes	<i>Designate Guidance Counselor of different Colleges</i>
TOTAL		NONE	7 Working Days, 4 Hours, 10 Minutes	



9. APPLICATION FOR THE CONDUCT OF STUDENT ACTIVITIES (IN-CAMPUS)

This service allows student organizations to secure approval to conduct organization activities within the university. Only recognized student organizations shall be eligible to conduct activities.

Office or Division:	Office of Student Services and Development			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Recognized Student Organizations of Tarlac Agricultural University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Recognition		Tarlac Agricultural University-Office of Student Services and Development		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form for the conduct of student activities at the Office of Student Service and Development/ download the form online	1.1 Provide application form	NONE	2 minutes	<i>OSSD Staff</i> <i>Office of Student Services and Development, Administration Building</i>
2. Submit filled up application form to the Chair of Student Organization	2.1 Assess application if signed by appropriate individuals in the organization (Adviser, President)	NONE	3 minutes	<i>Chair of Student Organization</i> <i>Office of Student Services and Development, Administration Building</i>
3. Submit application form for approval	3.1 Approve/ Disapprove application	NONE	5 minutes	<i>Director of the Student Services and Development</i> <i>Vice President for Student Affairs and Services</i>
TOTAL		NONE	10 Minutes	



10. APPLICATION FOR THE CONDUCT OF STUDENT ACTIVITIES (OFF-CAMPUS)

This service allows student organizations to secure approval to conduct organization activities outside the campus. Only recognized student organizations shall be eligible to conduct activities.

Office or Division:	Office of Student Services and Development			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Recognized Student Organizations of Tarlac Agricultural University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Letter of Activity (signed by the University President)		Tarlac Agricultural University-Office of the President		
Notarized Parents' Consent		Tarlac Agricultural University-Office of Student Services and Development		
Medical Certificate		Tarlac Agricultural University-Medical and Dental Services		
Approved Vehicle Request (if University's Vehicle)		Tarlac Agricultural University-Office of the Vice President for Finance and Administration		
*If Public Vehicle – Certificate of Registration, Certificate of Public Convenience from LTFRB if travel is not within vehicle's route, Photocopy of Driver's License		NONE		
*If Private Vehicle – Photocopy of Driver's License, OR, COR		NONE		
Medical Personnel – if not available, Certification from the University Clinic		Tarlac Agricultural University-Medical and Dental Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form for the conduct of student activities at the Office of Student Service and Development	1.1 Provide application form	NONE	2 minutes	OSSD Staff Office of Student Services and Development, Administration Building



2. Submit filled up application form and all supporting documents to the Chief of Student Organization and Discipline Unit	2.1 Assess and evaluate application if all pertinent documents are present and signed by appropriate individuals	NONE	5 minutes	<i>Chief of Student Organization</i> <i>Office of Student Services and Development, Administration Building</i>
3. Submit application form for approval	3.1 Approve/ Disapprove application	NONE	5 minutes	<i>Director of the Student Services and Development</i> <i>Vice President for Student Affairs and Services</i> <i>Office of Student Services and Development, Office of the Vice President for Student Affairs and Services Administration Building</i>
TOTAL		NONE	12 Minutes	

11. FILING OF COMPLAINT (STUDENT DISCIPLINE)

This service allows students to file complaints against individuals (both students and employees).

Office or Division:	Office of Student Services and Development			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Bona fide student of Tarlac Agricultural University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit sworn statements of the client's testimony and those of his/her witnesses with documentary evidence	1.1 Assess the documents if notarized and then refer the case to the Student Discipline Board	NONE	10 minutes	OSSD Staff <i>Office of Student Services and Development, Administration Building</i>
	1.2 Assess the basis of the documents if there exists a <i>prima facie</i> case. If no <i>prima facie</i> case exists, the Board shall recommend its dismissal	NONE	10-30 minutes	<i>Chair of Student Discipline</i> <i>Office of Student Services and Development, Administration Building</i>
TOTAL		NONE	30-40 Minutes	



12. FILING OF CANDIDACY (SUPREME/ COLLEGE STUDENT COUNCIL)

This service allows students to exercise their rights to run for office and file candidacy for positions in the supreme and college student councils.

Office or Division:	Office of Student Services and Development			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Recognized Student Organizations of Tarlac Agricultural University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Registration		Tarlac Agricultural University-Admission and Registration Services		
Copy of Grades of Previous Semester		Tarlac Agricultural University-Admission and Registration Services		
One 1x1 ID Picture		NONE		
Other Documents Required by the Student Organization Program		NONE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application Form at the Office of the Student Services & Development	1.1 Provide application form	NONE	5 minutes	<i>OSSD Staff</i> <i>Office of Student Services and Development, Administration Building</i>
2. Submit accomplished application form with the required supporting documents	2.1 Assess and evaluate documents	NONE	15 minutes	<i>Chair of Student Organization</i> <i>Office of Student Services and Development, Administration Building</i>
3. Submit application form to the Director of Student Services and Development	3.1 Approve/ Disapprove Recognition/ Renewal of Student Organization	NONE	5 minutes	<i>Director of the Student Services and Development</i> <i>Office of Student Services and Development, Administration Building</i>



TOTAL		NONE	25 Minutes	
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Office of Admission and Registration Services

External Services



1. REQUEST/ISSUANCE OF TRANSCRIPT OF RECORDS OR OTHER ACADEMIC RECORDS

The service allows the acquisition of student Transcript of Records or other academic records for any legal purposes it may be used.

Office or Division:	Admission and Registration Services			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Bona fide students and alumni of Tarlac Agricultural University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Tarlac Agricultural University-Admission and Registration Services For online requests, download the Request Form from TAU website (www.tau.edu.ph) or client is encouraged to email us at tauars@tau.edu.ph or contact us at 09167442456/09615561463 or 0459340216 local 115		
Client Feedback Form		Tarlac Agricultural University-Admission and Registration Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For walk-in clients, secure Request Form at the Admission and Registration Services For online requests, download the Request Form from TAU website or client is encouraged to email us at tauars@tau.edu.ph or contact us 09167442456/09615561463	1.1 Provide Request Form and require the client to fill out all the needed information	NONE	2 minutes	<i>Frontline Staff</i> <i>Admission and Registration Services</i>
2. Submit duly accomplished Request Form and other requirements (If authorize representative, attach	2.1 Verify the information provided in the form and the completeness of the requirements	NONE	3 minutes	<i>Frontline Staff</i> <i>Admission and Registration Services</i>

authorization letter and photocopy of ID of the requestor and his/her authorize representative)	2.2 Advise the client to pay at the Cashier's Office the total amount of fees indicated in the Request Form 2.3 If the request is made online, client may deposit their payment through Landbank or seek an appointment at the Cashier's Office for the payment of corresponding fees.			
3. Present the assessed Request Form to the Cashier's Office and pay the required fees	3.1 Process payment and issue official receipt 3.2 If the payment is made through online or Landbank, send the scanned copy of the proof of payment/deposit slip at taucashier@tau.edu.ph	Php 100.00 per page for TOR (fees are depending on the number pages and type of documents requested)	5 minutes	<i>Collecting Officer</i> <i>Cashier's Office, Administration Building</i>
4. Present a copy of Official Receipt to the Frontline Staff at the Admission and Registration Services	4.1 Return the duplicate copy of the Request Form to the client reflecting the date of issuance of the needed documents 4.2 If the request is online, make an appointment for the pick-up schedule 4.3 Locate and retrieve permanent record 4.4 Encoding and printing	NONE NONE NONE NONE	5 minutes 5 minutes 5 minutes 30 minutes	<i>Frontline Staff</i> <i>Admission and Registration Services</i> <i>In-Charge of Records Admission and Registration Services</i> <i>In-Charge of Records Admission and Registration Services</i>



	4.5 Proofreading and checking of data	NONE	10 minutes	<i>In-Charge of Records Admission and Registration Services</i>
	4.6 Final review and signing of documents	NONE	5 minutes	<i>Director Admission and Registration Services</i>
5. Present the issued duplicate copy of the Request Form If the request is online, pick up the documents on the scheduled date	5.1 Release the requested documents on the scheduled date	NONE	1-3 Working Days	<i>Frontline Staff Admission and Registration Services</i>
6. Claim the request and sign in the logbook If the request is online, pick up the document on the scheduled date and time and sign in the logbook. When claiming the document inside the university, ensure to abide with the minimum health and safety protocols of the University.	6.1 Issue the requested documents	NONE	5 minutes	<i>Frontline Staff Admission and Registration Services</i>
7. Fill out the customer satisfaction and feedback form	7.1 Provide copy of the feedback form	NONE	5 minutes	<i>Admission and Registration Services</i>
TOTAL		Php 100.00 per page for TOR (fees are depending on the number pages and type of documents requested)	Varies depending on the number of pages and the type of document requested	



2. ISSUANCE OF CERTIFICATION, AUTHENTICATION AND VERIFICATION (CAV)

The service allows acquisition of student Certification, Authentication and Verification for any legal purposes it may be used.

Office or Division:	Admission and Registration Services			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Bona fide students and alumni of Tarlac Agricultural University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Tarlac Agricultural University-Admission and Registration Services For online requests, download the Request Form from TAU website (www.tau.edu.ph) or client is encouraged to email us at tauars@tau.edu.ph or contact us at 09167442456 / 09615561463 or 0459340216 local 115		
Client Feedback Form		Tarlac Agricultural University-Admission and Registration Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Request Form at the Admission and Registration Services Office	1.1 Provide Request Form and require the client to fill out with the needed information	NONE	2 minutes	<i>Frontline Staff</i> <i>Admission and Registration Services</i>
2. Submit duly accomplished Request Form and other requirements (If authorize representative, attach authorization letter and photocopy of ID of the requestor and his/her authorize representative)	2.1 Verify the information provided in the form and the completeness of the requirements 2.2 Verify the authenticity of the credential/s submitted	NONE	3 minutes	<i>Frontline Staff</i> <i>Admission and Registration Services</i>
3. Present the assessed Request Form to the Cashier's Office and pay the required fees	3.1 Process payment and issue official receipt	Php 70.00 per page	5 minutes	<i>Frontline Staff</i>



	3.2 If the request is online, clients may deposit their payment through Landbank or seek an appointment to the Cashier's Office for the payment of corresponding fees. 3.3 If the payment is made through online or Landbank, send the scanned copy of the proof of payment/deposit slip at taucashier@tau.edu.ph	(depending on the number of copies/ attachment)		Cashier's Office, Administration Building
4. Present a copy of Official Receipt to the Frontline Staff at the Admission and Registration Services	4.1 Certify, Authenticate and Verify the documents 4.2 Final review and signing of documents	NONE NONE	5-10 minutes (depending on the number of pages) 5 minutes	Frontline Staff Admission and Registration Services Director Admission and Registration Services
5. Present the issued duplicate copy of the Request Form If the request is online, pick up the document on the scheduled date	5.1 Release the requested documents	NONE	5 - 10 minutes	Frontline Staff Admission and Registration Services
6. Fill out customer satisfaction and feedback form	6.1 Provide copy of the feedback form	NONE	5 minutes	Frontline Staff Admission and Registration Services
TOTAL		Php 70.00 per page (depending on the number of copies/attachment)	30 Minutes	



3. ISSUANCE OF DIPLOMA (SECOND COPY)

If the first issued diploma is lost or damaged, this service allows the acquisition of a second copy of a student diploma and for any legal purposes it may be used.

Office or Division:	Admission and Registration Services			
Classification:	Highly-Technical			
Type of Transaction:	G2C			
Who may avail:	Bona fide alumni of Tarlac Agricultural University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Tarlac Agricultural University-Admission and Registration Services For online requests, download the Request Form from TAU website (www.tau.edu.ph) or client is encouraged to email us at tauars@tau.edu.ph or contact us at 09167442456/ 09167442456 or 0459340216 local 115		
Client Feedback Form		Tarlac Agricultural University-Admission and Registration Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Request Form at the Admission and Registration Services Office	1.1 Provide Request Form and require the client to fill out with the needed information	NONE	2 minutes	<i>Frontline Staff</i> <i>Admission and Registration Services</i>
2. Submit duly accomplished Request Form and other requirements (If authorize representative, attach authorization letter and photocopy of ID of the requestor and his/her authorize representative)	2.1 Verify the information provided in the form and the completeness of the requirements	NONE	3 minutes	<i>Frontline Staff</i> <i>Admission and Registration Services</i>
3. Present the assessed Request Form to the Cashier's Office and pay the required fees	3.1 Process payment and issue official receipt	Php 250.00	5 minutes	<i>Collecting Officer</i> <i>Cashier's Office, Administration Building</i>

	3.2 If the request is online, client may deposit their payment through Landbank or seek an appointment to the Cashier's Office for the payment of corresponding fees. 3.3 If the payment is made through online or Landbank, send the scanned copy of the proof of payment/deposit slip at taucashier@tau.edu.ph			
4. Present the copy Official Receipt to the Frontline Staff	4.1 Printing and signing of diploma	NONE NONE	2 minutes	<i>Frontline Staff</i> <i>Admission and Registration Services</i> <i>Diploma signatories</i>
5. Present the issued duplicate copy of the Request Form If the request is online, pick up the document on the scheduled date	5.1 Release the requested documents	NONE	15-18 working days (depending on the availability of the signatories)	<i>Frontline Staff</i> <i>Admission and Registration Services</i>
6. Fill out customer satisfaction and feedback form	6.1 Provide a copy of the feedback form	NONE	5 minutes	<i>Frontline Staff</i> <i>Admission and Registration Services</i>
TOTAL		Php 250.00	15-18 Working Days, 17 minutes	



Office of Admission and Registration Services

Internal Services



1. ISSUANCE OF NOTICE OF ADMISSION

The service allows prospective students seeking for approval enrolment for a specific program.

Office or Division:	Admission and Registration Services			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Applicants for Admission for Local Students in Tertiary Level			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Grade XII Report Card or its equivalent (original)		School last attended		
Certification of Good Moral Character (original)		School last attended		
Certificate of Livebirth from PSA/NSO (photocopy)		Philippine Statistics Authority		
Admission Test Result (if applicable)		Tarlac Agricultural University		
Marriage Certificate from PSA/NSO for female married applicant)		Philippine Statistics Authority		
Duly Accomplished Application Form (original)		Tarlac Agricultural University		
1 copy of 2x2 ID picture white background with name tag		Student Applicant		
Additional Requirements for New Students/Transferees/Second Courser Students:				
<u>New:</u> Form 137 (original) with remarks "Copy for TAU" in a sealed envelope <u>Transferee/Second Degree Applicant/ Second Courser:</u> Official Transcript of Records with Remarks "Copy for TAU" in a sealed envelope Copy of Evaluation Records		School last attended		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For walk in transaction, secure Application for Admission Form at	1.1 Provide application form/ensure downloading from	NONE	2 minutes	<i>Designated Admission and Registration Staff per College</i>

the Admission and Registration Services or download the form at the TAU website (www.tau.edu.ph)	the website is possible			
2. Submit duly accomplished application form including the complete required documents to the Admission and Registration Services	2.1 Assess and evaluate documents 2.2 If the documents are complete, encode applicant's data in the Integrated Information System	NONE	5 minutes (depending on the completeness of the documents required) 10 minutes	<i>Designated Staff in the Admission and Registration Services for specific College</i>
3. Get the schedule of Admission Test	3.1 Provide schedule of examination	NONE	3 minutes	<i>Designated Staff in the Office of the Student Services and Development</i>
4. Receive the Admission Test Slip	4.1 Issue Admission Test Slip	Php 200.00 (charged to Free Higher Education)	2 minutes	<i>Designated Staff in the Office of the Student Services and Development</i>
5. Receive the Notice of Admission through email	5.1 Notify the applicant about the result of his/her application	NONE	3 minutes (The availability of the results of admission test and ranking depend on the processing time of the OSSD)	<i>Designated Staff in the Admission and Registration Services for specific College</i>
6. If applicant is qualified, confirm enrolment slot	6.1 If enrolment is confirmed, issue Notice of Admission through email		5 minutes	<i>Designated Staff in the Admission and Registration Services for specific College</i>
TOTAL		Php 200.00 (charged to Free Higher Education)	30 Minutes (for walk-in transactions, depending on the completeness of the documents required)	

1. For online transaction, access the Online Admission through the www.tau.edu.ph or through this link http://tau.edu.ph:8083/OnlineAdmissionV2t/ a. Create system account b. Log in your account	1.1 System verification of email account		5 minutes	
2. Fill out the form and provide all the necessary information	2.1 Validate the provided information		5 minutes	<i>Designated Staff in the Admission and Registration Services</i>
3. Upload all the documentary requirements	3.1 Validate the completeness of the submitted requirements		5 minutes (depending on the completeness of the required documents)	<i>Designated Staff in the Admission and Registration Services</i>
4. If the application is approved, receive the Admission Test Slip where the details of the schedule of Admission test is indicated	4.1 Provide schedule of Admission Test through Admission Test Slip	Php 200.00 (charged to Free Higher Education)	5 minutes	<i>Designated Staff in the Office of the Student Services and Development</i>
5. Receive results of application	5.1 Notify applicant regarding on the results of his/her application		3 minutes	<i>Designated Staff in the Admission and Registration Services</i>
6. If enrolment slot is confirmed, receive Notice of Admission	6.1 Issue Notice of Admission and proceed for enrolment		2 minutes	<i>Designated Staff in the Admission and Registration Services</i>
TOTAL		Php 200.00 (charged to Free Higher Education)	25 minutes (depending on the completeness of the documents submitted)	

2. ISSUANCE OF NOTICE OF ACCEPTANCE FOR FOREIGN STUDENTS

The service allows foreign students seeking for approval enrolment for a specific program.

Office or Division:	Admission and Registration Services			
Classification:	Highly-Technical			
Type of Transaction:	G2C			
Who may avail:	Foreign nationals			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly accomplished Application Form		TAU Admission and Registration Services, TAU Maingate or TAU website (www.tau.edu.ph)		
Certificate of English Proficiency		Accredited institution conducting examination and issuing certification (IELTS, TOEFL, or their equivalent)		
Student's Personal History Statement		Applicant		
Transcript of Records/Scholastic Records and Diploma or Certificate of Completion (with English Translation) duly notarized by the Philippine Embassy or Consulate		School last attended		
Notarized Affidavit of Support		Parents/Guardian/Guardian		
Birth Certificate or its equivalent		Country of origin		
Medical Certificate		Country of origin		
Authenticated Police Clearance/Report		Country of origin		
Passport-size colored pictures with white background taken not more than six (6) months prior to submission		Applicant		
Passport stamp from the Bureau of Quarantine (upon arrival in the Philippines)		BOQ		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure Application for Admission Form at the Admission and Registration Services (the form is also	1.1 Provide application form/ensure downloading from	NONE	5 minutes	<i>Designated Admission and Registration Staff per College</i>

available at the TAU website (www.tau.edu.ph)	the website is possible			
2. Submit duly accomplished application form including the the complete required documents to the Admission and Registration Services/send through courier to this address: <i>Admission and Registration Services Tarlac Agricultural University, Malacampa, Camiling, Tarlac 20306</i>	2.1 Assess and evaluate documents	NONE	15-18 working days (depending on country of origin)	<i>Designated Staff in the Admission and Registration Services for specific College</i>
3. Receive the notification/ acknowledgment regarding the completeness of submitted admission documents via email, messaging application or SMS	3.1 Ensure that the notification/ acknowledgment regarding the completeness of submitted admission documents via email, messaging application or SMS is received	NONE	5 minutes	<i>Designated Staff in the Admission and Registration Services for specific College</i>
4. Receive the notification regarding the schedule of testing/status of application for admission via email, messaging application or SMS	4.1 Ensure that the notification/ regarding the schedule of testing/status of application for admission via email, messaging application or SMS is received	Php 200.00	10 minutes	<i>Designated Staff in the Admission and Registration Services for specific College</i>
5. If qualified, receive the Notice of Acceptance and proceed for enrolment/ registration via email, messaging applications of SMS	5.1 Issue Notice of Acceptance	NONE	5 minutes	<i>Designated Staff in the Admission and Registration Services for specific College</i>



TOTAL		Php 200.00	15-18 Working Days, 25 Minutes <i>(depending on the country of origin and completeness of the documents required)</i>	
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3. ISSUANCE OF CERTIFICATE OF REGISTRATION/REPORT OF GRADES

The service allows acquisition of student Certificate of Registration and Report of Grades for any legal purposes it may be used.

Office or Division:		Admission and Registration Services		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Students		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student ID		Requesting Student		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. For online transaction, the student will access the student portal through the TAU website www.tau.edu.ph	1.1 Ensure that the portal has internet access	NONE	5 minutes	
2. Log in student portal using student system account		NONE	2 minutes	
3. View/print Certificate of Registration or Report of Grades		NONE	3 minutes	
TOTAL			10 minutes	
1. For walk-in transaction, the student will present his/her Student ID to the Records In-charge	1.1 Records the request in the logbook and issue transaction slip to be presented to the Cashier's Office	NONE	2 minutes	<i>Designated Staff in the Admission and Registration Services for specific College</i>
2. Pay the required fees to the TAU Cashier's Office	2.1 Receive payment and issue official receipt	P50.00 per page	5 minutes 3 minutes (issuance)	<i>Cashier's Office Admin Building</i>



3. Accomplish Customer Satisfaction and Feedback Form	3.1 Provide copy of the feedback form	NONE	5 minutes	ARS frontline staff
TOTAL		Php 50.00 per page	15 Minutes	



4. ISSUANCE OF OFFICIAL TRANSCRIPT OF RECORDS (First Copy)

The service allows retrieval or acquisition of documents archived and documented by the office for the benefit of the concerned students or for any legal purposes it may be used.

Office or Division:	Admission and Registration Services			
Classification:	Complex			
Type of Transaction:	G2C			
Who may avail:	Students and Graduates/Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		TAU Admission and Registration Services, TAU Maingate,		
Authorization Letter from the requesting party if not the principal/owner		Requesting party		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure request form from the Admission and Registration Services for walk-in clients; For online requests, download the request form from http://www.tau.edu.ph or client is encouraged to email at tauars@tau.edu.ph or contact them at 09167442456 / 09615561463	1.1 Provide application form/ensure downloading from the website is accessible	NONE	2 minutes	<i>Frontline Staff</i> <i>Admission and Registration Staff</i>
2. Submit duly accomplished Request Form including the complete required documents to the Admission and Registration	2.1 Assess and evaluate request	NONE	3 minutes <i>(depending on the completeness of the documents required)</i>	<i>Frontline Staff</i> <i>Admission and Registration Staff</i>
3. Pay the assessed Request Form to the TAU Cashier's Office	3.1 Cashier's Office receives payment and issue official receipt	Php 100.00 per page	5 minutes	<i>Cashier's Office</i> <i>Admin Building</i>



If the request is online, client may deposit payment through TAU LBP Account. If payment is made through bank, the client sends the proof of deposit slip to taucashier@tau.edu.ph				
4. Present the copy of the Official Receipt to the ARS frontline staff	4.1 Verify official receipt		5 minutes	<i>Frontline Staff</i> <i>Admission and Registration Staff</i>
5. Claim the request and sign in in the logbook for record purposes If the request is online, pick up the document on the scheduled date and time. Ensure that recipient abides with the minimum health and safety protocols enforced by the University; if claimed by a representative, ensure that the representative presents an authorization letter from the requesting party	5.1 and issue the requested document	NONE	3-5 working days (processing) 5 minutes (issuance)	<i>Frontline Staff</i> <i>Admission and Registration Staff</i>
6. Accomplish Customer Satisfaction and Feedback Form	6.1 Provide copy of the feedback form	NONE	5 minutes	<i>Frontline Staff</i>
TOTAL		Php 100.00 per page (depending on the number of page)	3-5 Working days, 30 Minutes	



UNIVERSITY LIBRARY SERVICES

External/Internal Services



1. ISSUANCE OF LIBRARY CARDS AND USERS REGISTRATION

This service allows clients to own a library card enabling them to avail of the various Library Services of the University.

Office or Division:	University Library Services			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Bona fide students and employees of Tarlac Agricultural University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1 copy of recent ID picture		NONE		
Certificate of Registration (if student) School ID (if employee)		Tarlac Agricultural University Library Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present requirements	1.1 Evaluate validity of requirements	NONE	1 minute	<i>Library staff</i> <i>University Library Services</i>
2. Fill up required information in the Library card	2.1 Scan client's ID picture and encode patron information at the Library System	NONE	2 minutes	<i>Library staff</i> <i>University Library Services</i>
3. Sign at the logbook of issued library cards while waiting for the card to be processed	3.1 Process/fill-up library card	NONE	1 minute	<i>Library staff</i> <i>University Library Services</i>
4. Issue Library Card	4.1 Provide client a valid library card	NONE	1 minute	<i>Library staff</i> <i>University Library Services</i>
TOTAL		NONE	5 Minutes	



2. REFERENCE SERVICES

This service provides clients assistance in searching, selecting and retrieving their information needs.

Office or Division:	University Library Services			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Bona fide students, employees, alumni and guests of Tarlac Agricultural University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
School ID (for students and employees)		NONE		
Valid ID (for alumni and visitors)		NONE		
Referral letter (for alumni and visitors)		NONE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in at the library thru: a. the attendance monitoring system (AMS) for students and TAU employees b. Logbook for Alumni and Guests	1.1 Assis client in using the attendance monitoring system and logbook	NONE	30 seconds	<i>Library staff</i> <i>University Library Services</i>
2. Search needed materials at the Online Public Access Catalog (OPAC)	2.1 Provide access to specific references needed by clients		1 minute	<i>Library staff</i> <i>University Library Services</i>
3. Look for the materials in their assigned sections and use them in the reading areas	3.1 Provide the specific and/or related references identified by clients		5 minutes	<i>Library staff</i> <i>University Library Services</i>
4. After reference/s use: a. Return used materials at the book carts for students and TAU employees	4.1 Return materials from the book carts to their proper shelves		1 minute	<i>Library staff</i> <i>University Library Services</i>



b. Return used materials to the Section Head	4.2 Clients (visitors) who found relevant references are instructed to pay required amount at the Cashier's office	Php 50.00	3 minutes	<i>Collecting Officer</i> <i>Cashier's Office, Administration Building</i>
5. Before leaving the library, log-out at the: a. AMS for students and TAU b. Logbook for Alumni and Guests			30 seconds	
TOTAL		Php 50.00	11 Minutes	



3. CIRCULATION SERVICES (Using Library Resources for Room Use)

This service allows clients to borrow references within the premises of the University Library.

Office or Division:	University Library Services			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Bona fide students and employees of Tarlac Agricultural University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card		Tarlac Agricultural University-Library Services and Learning Resource Centers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log-in at the library thru the attendance monitoring system (AMS)	1.1 Assist client in using the attendance monitoring system	NONE	30 seconds	<i>Library staff</i> <i>University Library Services</i>
2. Search needed materials at the Online Public Access Catalog (OPAC)	2.1 Assist client in using the OPAC	NONE	1 minute	<i>Library staff</i> <i>University Library Services</i>
3. Look for the materials in their assigned sections and use them in the reading areas	3.1 Assist client in retrieving needed materials	NONE	2 minutes	<i>Library staff</i> <i>University Library Services</i>
4. Return used materials to the book carts	4.1 Return materials from the book carts to their proper shelves	NONE	1 minute	<i>Library staff</i> <i>University Library Services</i>
TOTAL		NONE	4 Minutes, 30 seconds	



4. CIRCULATION SERVICES (Borrowing for Home Use)

This service allows clients to borrow references for home use in compliance with the returning of said references on specific dates and schedules.

Office or Division:	University Library Services			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Bona fide students and employees of Tarlac Agricultural University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library Card		Tarlac Agricultural University-Library Services and Learning Resource Centers		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present book/s to be borrowed together with a valid library card at the circulation counter	1.1 Assess validity of library card and patron information at the library system	NONE	1 minute	<i>Library staff</i> <i>University Library Services</i>
2. Fill up the logbook of borrowers and the book card/s with the required information	2.1 Assist the borrower in filling up the logbook and book card/s	NONE	1 minute	<i>Library staff</i> <i>University Library Services</i>
3. Wait for the borrowed material/s to be processed	3.1 Check-out the material/s using the Circulation module of the Library System	NONE	1 minute	<i>Library staff</i> <i>University Library Services</i>
4. Leave library card and accomplished book card/s and get borrowed material/s	4.1 Secure library card and book card and inform borrower of the date by which the material/s should be returned	NONE	1 minute	<i>Library staff</i> <i>University Library Services</i>
TOTAL		NONE	4 Minutes	

5. RETURNING LOANED BOOKS

This service provides clients the proper guidelines on how to returned borrowed references.

Office or Division:	University Library Services			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Bona fide students and employees of Tarlac Agricultural University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
NONE		NONE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present borrowed material/s at the Circulation Counter	1.1 Flick through the material/s for possible damages and/or insertions	NONE	1 minute	<i>Library staff</i> <i>University Library Services</i>
2. Wait for the material/s to be processed * If with penalty, pay the assessed fines at the Cashier and present receipt to the library staff in-charge	2.1 Check in the material/s using the Library System 2.2 If material/s were returned past the due date, instruct the borrower to pay penalty at the Cashier's office	NONE Php 20.00 per book per day	1 minute	<i>Library staff</i> <i>University Library Services</i> <i>Collecting Officer</i> <i>Cashier's Office, Administration Building</i>
3. Retrieve library card before leaving the circulation counter	3.1 Insert book cards to the materials and return borrower's library card	NONE	1 minute	<i>Library staff</i> <i>University Library Services</i>
TOTAL		Php 20.00 per book per day	5 Minutes	

6. AUDIO-VISUAL SERVICES

This service provides clients the appropriate space and venue for activities needing audio-visual presentations, discussions, etc.

Office or Division:	University Library Services			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Bona fide students and employees of Tarlac Agricultural University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid School ID		Tarlac Agricultural University - Admission and Registraton Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Make a reservation at least 3 days before the scheduled activity	1.1 Check availability of the AVR on the requested schedule and make the reservation	NONE	2 minutes	<i>Library staff</i> <i>University Library Services</i>
2. Log-in at the Logbook of AVR Users upon entering the AV Room	2.1 Set-up needed equipment	NONE	1 minute	<i>Library staff</i> <i>University Library Services</i>
3. Pick up trash (if any) before leaving the AV Room	3.1 Switch off used equipment	NONE	3 minutes	<i>Library staff</i> <i>University Library Services</i>
4. Make a reservation at least 3 days before the scheduled activity	4.1 Check availability of the AVR on the requested schedule and make the reservation	NONE	2 minutes	<i>Library staff</i> <i>University Library Services</i>
TOTAL		NONE	8 Minutes	



PLANNING AND DEVELOPMENT OFFICE

INTERNAL SERVICES



1. REQUEST FOR DOCUMENTATION SERVICES

Documentation services includes photoshoot and/or video coverage services in support of academic, research, extension, administrative operations and other official activities of the University.

Office or Division:		Planning and Development Office		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Head of Office/ Department of the University of his/her authorized representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Tarlac Agricultural University-Planning and Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Documentation Service Request Form (2 copies)	1.1. Provide Documentation Service Request Form	NONE	2 minutes	Chief of IDRG or any PDO staff Planning and Development Office
2. Submit accomplished form	2.1 Check and ensure the completeness of details on the request form	NONE	1 minute	Chief of IDRG or any PDO staff Planning and Development Office
	2.2 Approval of the request		2 minutes	PDO Director
	2.3 Review request details and assign PDO staff to work on the requested service		1 minute	Chief of IDRG or any PDO staff Planning and Development Office
	2.4. Project Implementation • Photoshoot • Video Document-ation		varies depending on the complexity and length of the project/event to be documented	PDO staff
	2.5. Project Status Indicate status of project if there was a delay, or cancellation made by the end-user, times of revisions, or if it is already accomplished on a specified date.			PDO staff



3. Fill out Client's Feedback Form after receiving/delivery of the service	3.1. Provide Client's Feedback Form and require to fill out and place the form in the suggestion box	NONE	2 minutes	<i>PDO staff Planning and Development Office</i>
TOTAL		NONE	8 Minutes varies depending on the complexity and length of the project/event to be documented	



2. REQUEST FOR DOCUMENT LAYOUT AND MULTIMEDIA SERVICES

Document layout and multimedia services include the design/layout of tarpaulins, project proposals, researches, program cover designs, and production of multimedia content concerning University matters in support of academic, administrative operations, research activities, and other official activities and documents in the university.

Office or Division:		Planning and Development Office		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Head of Office/ Department of the University of his/her authorized representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Tarlac Agricultural University Planning and Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out Document Layout and Multimedia Request Form (2 copies)	1.1. Provide the Document Layout and Multimedia Request Form	NONE	2 minutes	Chief of IDRG or any PDO staff Planning and Development Office
2. Submit accomplished form to the Chief of IDRG	2.1 Check and ensure the completeness of details on the request form	NONE	1 minute	Chief of IDRG or any PDO staff Planning and Development Office
	2.2 Approval of request		2 minutes	PDO Director
	2.3 Review request details and assign PDO staff to work on the requested service		1 minute	Chief of IDRG or any PDO staff Planning and Development Office
	2.4 Project Implementation • graphic design, certificate design, tarpaulin design, poster, book cover, business card, display message, cd/dvd case label		30 minutes	PDO Staff

	• pamphlet and brochure • video clips, annual report, TAU Panicle, newsletter		30 minutes to 1 hour varies depending on the complexity of the project	
	2.5 Project Status Indicate status of project if there was a delay, or cancellation made by the end-user, times of revisions, or if it is already accomplished on a specified date.			
3. Fill out Client's Feedback Form after receiving/ delivery of the service	3.1. Provide Client's Feedback Form and require to fill out and place the form in the suggestion box	NONE	2 minutes	<i>PDO staff Planning and Development Office</i>
TOTAL		NONE	2 Hours, 8 Minutes varies depending on the complexity of the project	

3. REQUEST FOR INFRASTRUCTURE AND PROJECT DRAWINGS AND COST ESTIMATES

This covers the process of providing major technical expertise in preparing plans, costing/estimating and other related engineering design documents of proposed infrastructure projects, including agricultural facilities.

Office or Division:	Planning and Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Head of Office/Department of the University or his/her authorized representative Student Organizations through their faculty or non-teaching staff advisers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Letter Request Form		Planning and Development Office - Infrastructure Development, Land Use and Zoning		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Write a request letter addressed to the PDO Director and fill out the Document Request and Receipt Form	1.1 Receive the request letter and the accomplished Document Request and Receipt Form	NONE	1 minute	<i>PDO staff Planning and Development Office</i>
	1.2 Verify the urgency and validity of the request		1 working day	<i>PDO Director and IDLUZ Chief Planning and Development Office</i>
	1.3 Prepare the Plans (drawings and cost estimates)		Less than 1 million project – 9 working days	<i>PDO-IDLUZ Chief Planning and Development Office</i>
			1 to 2 million project – 13 working days	
			3 to 10 million – 45 working days	
			More than 25 million project – 60 working days	

	1.4 Submit the prepared drawings, and Cost Estimate to the PDO Director, VP-FA and the University President for approval/disapproval		2 working days	<i>PDO-IDLUZ Staff Planning and Development Office</i>
	1.5 If approved: - Inform the requesting office/personnel that the documents are approved and are ready for releasing If disapproved: - Inform the requesting personnel that the documents are disapproved. - The unit will proceed with revising the documents based on the comments/suggestions from the approving body - Submit the revised drawings and cost estimates to the PDO Director, VP-FA and the University President for approval/disapproval		5 minutes 5 minutes Minor revisions - 2 working days Moderate revisions - 4 working days Major revisions - 7 working days 2 working days	
2. Sign the Receipt Form and fill out the Client's Feedback Form after receiving the approved drawings	2.1 Provide Client's Feedback Form and require to fill out and place the form in the suggestion box	NONE	2 minutes	<i>PDO-IDLUZ Staff Planning and Development Office</i>



TOTAL		NONE	varies depending on the complexity and length of the project/event to be documented	
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4. REQUEST FOR BUILDING FLOOR PLANS AND MAPS (PRINT-OUT AND E-COPY)

This service covers the processing of requests for copies and print outs of existing building floor plans and maps of the University.

Office or Division:	Planning and Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Head of Office/Department of the University or his/her authorized representative Student Organizations through their faculty or non-teaching staff advisers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Tarlac Agricultural University-Planning and Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Document Request and Receipt Form	1.1 Provide Document Request and Receipt Form	NONE	2 minutes	<i>PDO staff Planning and Development Office</i>
	1.2 Check the availability of the requested drawing or file		5 minutes	<i>PDO-IDLUZ Staff Planning and Development Office</i>
	If available: <u>Hardcopy</u> - Print the requested documents - Inform requesting office/personnel that the documents are ready for releasing - Record the document and receiver details in the logbook		varies	<i>PDO-IDLUZ Staff Planning and Development Office</i>
	<u>Softcopy</u> Send the copy of the		5 minutes	

	document through email or Google Drive			
	Request acknowledgment receipt from the requesting office/personnel			
	1.3 If not available, advise the client to avail the "Infrastructure Project Drawings and Cost Estimates" service instead.		1 minute	<i>PDO-IDLUZ Staff Planning and Development Office</i>
2. Sign the Receipt Form and fill out the Client's Feedback Form after receiving the requested documents	2.1 Provide Client's Feedback Form and require to fill out and place the form in the suggestion box	NONE	2 minutes	<i>PDO-IDLUZ Staff Planning and Development Office</i>
TOTAL		NONE	15 Minutes varies depending on the complexity of the project	



5. REQUEST FOR PHOTOCOPYING/ PRINTING SERVICES

Photocopying and printing services covers the production and reproduction of print and publish materials in support of academic, administrative operations, research activities, and other official activities in the University.

Office or Division:		Planning and Development Office		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Head of Office/Department of the University or his/her authorized representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Tarlac Agricultural University-Planning and Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out photocopying and printing services request form (2 copies)	1.1. Provide requestor with the photocopying and printing services request form	NONE	2 minutes	<i>Chief of IDRG or any PDO staff</i>
2. Submit accomplished form	2.1 Check and ensure the completeness of details on the request form for approval/disapproval	NONE	1 minute 1 minute	<i>Chief, IDRG PDO Director</i>
	2.2 Assign PDO staff to work on the requested service	NONE	1 minute (Duration to complete the services is based on the number of pages to be produced)	<i>Chief, IDRG</i>
3. Fill out the Client's Feedback Form after receiving the requested documents.	3.1 Provide Client's Feedback Form and require to fill out and place the form in the suggestion box	NONE	2 minutes	<i>PDO staff</i>
TOTAL		NONE	6 Minutes (Duration to complete the services is based on the number of pages to be produced)	

6. REQUEST FOR INTERNET ACCESS

This service covers the processing of requests for internet access within the university. This service includes the registration of client information and device MAC address in the network firewall.

Office or Division:	Planning and Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Permanent, temporary and contract of service employees of the University; students who are officially enrolled in the current semester			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Tarlac Agricultural University-Planning and Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Pay internet fee at the Cashier's Office	1.1 Process payment and issue official receipt (OR)	P 300.00	1 minute	<i>Collecting Officer</i>
2. Present OR to the PDO-MIS and fill out the Internet Registration Form	2.1 Provide internet registration form and require the client to fill out the form	NONE	2 minutes	<i>MIS staff</i>
3. Submit the accomplished internet registration form	3.1 Register client information and device MAC address to the network firewall	NONE	5 minutes	<i>MIS Staff</i>
4. Fill out the Client's Feedback Form after receiving the requested service.	4.1 Provide Client's Feedback Form and require to fill out and place the form in the suggestion box	NONE	1 minute	<i>PDO staff</i>
TOTAL		NONE	9 Minutes	

7. REQUEST FOR COMPUTER AND NETWORK SERVICES

This service covers the process of requesting for computer and network services and other IT-related services which include hardware services, software installation, computer system, network services, internet access connection, and VOIP units.

Office or Division:		Planning and Development Office		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Permanent, temporary and contract of service employees of the University		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Tarlac Agricultural University-Planning and Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the request form	1.1. Evaluate the service request	NONE	2 minutes	MIS Chief
	1.2. Verify the request and make appropriate action	NONE	5 minutes (Duration to complete the service is based on the nature of technical issues/problems)	MIS personnel
2. Fill out the Client's Feedback Form after receiving the requested service	2.1 Provide Client's Feedback Form and require to fill out and place the form in the suggestion box	NONE	1 minute	PDO staff
TOTAL		NONE	8 Minutes (Duration to complete the service is based on the nature of technical issues/problems)	

8. REQUEST FOR TECHNICAL ASSISTANCE SERVICE

This service includes the provision of technical assistance to any activities in support of academic, research, extension, administrative operations, and other official activities of the university. The request includes LED display board operation, facilitation of digital presentation, live streaming, and online meeting platforms including the necessary equipment needed.

Office or Division:		Planning and Development Office		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Permanent, temporary and contract of service employees of the University		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Tarlac Agricultural University-Planning and Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the request form	1.1. Evaluate the service request	NONE	2 minutes	<i>MIS Chief</i>
	1.2. Verify the request and make appropriate action	NONE	10 minutes (Duration to complete the service is based on the nature of technical issues/problems)	<i>MIS personnel</i>
2. Fill out the Client's Feedback Form after receiving the requested service	2.1 Provide Client's Feedback Form and require to fill out and place the form in the suggestion box	NONE	1 minute	<i>PDO staff</i>
TOTAL		NONE	13 Minutes (Duration to complete the service is based on the nature of technical issues/problems)	

9. CCTV REQUEST FOR ACCESS

This service follows the process of requesting CCTV access to any activities or events that happens inside the University under the coverage of the TAU CCTV surveillance system. The request includes viewing or playback and request for copy of video footage and/or picture.

Office or Division:	Planning and Development Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Permanent, temporary and contract of service employees of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Tarlac Agricultural University-Planning and Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out and submit the request form	1.1 Evaluate the service request	NONE	2 minutes	<i>MIS Chief or System Administrator</i>
2. Evaluation of CCTV MC	2.1.The CCT Management Committee shall evaluate the request further	NONE	5 minute	<i>CCT MC</i>
3. Recommending Approval	3.1 Based on the evaluation, the MIS Chief shall recommend for approval or disapproval and	NONE	5 Minute	<i>MIS Chief</i>
4. Approval from the Office of the President	4.1 The OP shall approve or disapprove	NONE	5 minutes	<i>University President</i>
5. Make appropriate action	5.1 The assigned personnel shall conduct appropriate action on the request.	NONE	15 minutes (Duration to complete the services is based on the requested length and period coverage of the CCTV recording)	<i>MIS Chief or System Administrator</i>
6. Fill out the Client's Feedback Form after receiving the requested service	6.1 Provide Client's Feedback Form and require to fill out and place the form in the suggestion box	NONE	1 minute	<i>PDO staff</i>



TOTAL		NONE	31 Minutes (Duration to complete the services is based on the requested length and period coverage of the CCTV recording)	
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10. COMPUTER AND NETWORK SERVICES MAINTENANCE

This service covers periodic maintenance for computer and network services and other IT-related services which include software, hardware for desktop and laptop computers, printers, scanners, and multifunction printers, and network.

Office or Division:		Planning and Development Office		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Permanent, temporary and contract of service employees of the University		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Tarlac Agricultural University-Planning and Development Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	MIS Chief creates a monthly computer and network maintenance schedule.	NONE	2 hours	<i>MIS Chief</i>
	The MIS Computer and Network Technician performs maintenance services based on the maintenance schedule.	NONE	<i>(Duration to complete the service is based on the nature of technical issues/problems and no. of units to be maintained)</i>	<i>MIS Technician</i>
1. Sign the Certificate of Acceptance	1.1. Upon completion of the maintenance service, the client shall sign the certificate of acceptance.	NONE	5 Minutes	<i>Client</i>
TOTAL		NONE	2 hours and 5 minutes <i>(Duration to complete the service is based on the nature of technical issues/problems and no. of units to be maintained)</i>	



DEPARTMENT OF EXTENSION AND TRAINING

External Services

1. REQUEST FOR TRAINING AND TECHNICAL ASSISTANCE

These processes allow the clients to serve their request for the training and technical assistance to be provided by the University through the Department of Extension and Training.

Office or Division:	Extension and Training Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Farmers, farmer organizations, NGOs, GAs, OSYs, researchers, AEWs, RICs, livestock raisers, entrepreneurs, students, employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Extension Service Request Form or Request Letter		DET for Extension Service Request Form, and request letter will be coming from the client and will be submitted to the OP for a side note and from the OVPRET		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receiving of extension service request	1.1 Written request addressed to the University President must be filed 1.2 Or an extension service request form (TAU-DET-QF-02) must be filled out by a requestor. It is encouraged that no name of faculty expert being requested will be included in the letter to give equal opportunity to all equally-competent faculty experts of the University to render the requested service	None	Within 24 working hours upon receipt. (For requests received after 4:30 P.M., the 24-hour endorsement period will commence at 7:30 A.M. of the following day).	OP Staff OVPRET Staff DET Staff

2. Evaluation of request	2.1 The DET evaluates if request can be granted based on the following criteria: • Requested service must be along the E&T thrust of the University • Beneficiaries' initiative and interest • Socio-economic status of the beneficiary/community • Acceptability of extension program/service • Accessibility of venue/geographical location • Availability of resources in the area • Availability of faculty expert/s to render service • Safety and security of service provider/s • Capacity of partner beneficiary/requestor to collaborate/support • Time gap between the date when the request was received and the actual date of conduct • Prospects of sustainability	None	7-10 minutes	<i>DET Director</i>
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	The DET decides on the approval of the request and notifies the receiving staff of the decision through an Action Form. The ES notifies the client of the decision.			
3. Endorsement of request	3.1 If the request is approved by the DET, the service request will be forwarded to the College which will provide the service; otherwise the client can revise the request after notification. Actions to be taken will be entered into the Action Form.	None	2 hours	<i>College Extension Chair and College Dean</i>
4. Qualifying and selection of service provider/ technical expert	4.1. The College Extension Chair recommends a list of qualified faculty expert/s based on the Expert's Profile Form and submits Request for Service Provider Form to the College Dean. An Extension Chair composed of the VP for RET, DET and a Technical Expert will then assess the competence of the	None	4 hours	<i>College Extension Chair, College Dean, DET Director and VPRET</i>



	recommended experts and select among them who will render the service			
5. Conforme	5.1 The selected faculty service provider will be notified to conduct the service and shall conform to render the service; otherwise, the service provider next in rank during the selection will be automatically tapped to render requested service	None	1 hour 45 minutes	<i>Faculty Service Provider</i>
6. Endorsement to the VP-RET	6.1 Once the faculty service provider conformed to render the service, endorsement will be made to the Vice President for Research, Extension and Training for approval	None	4 hours	<i>VPRET</i>
7. Approval and Issuance of memorandum	7.1. The VP for RET will approve the endorsement and will issue a special memorandum or a service agreement to be	None	2 hours	<i>DET Director and VPRET</i>

	duly signed by the client and the service provider; otherwise, Extension Chair will identify other service provider.			
8. Preparation of service documents	8.1 The assigned Faculty Expert with the assistance of an Extension Staff, prepares the documents and records necessary for the delivery of extension service such as travel order, attendance sheet, participant's profile, speaker's profile, request for service vehicle, and training modules	None	2 hours	<i>Faculty Expert and Extension Staff</i>
9. Delivery of extension service	9.1 The Faculty Expert delivers the service following program work instructions	None	4 – 8 hours	<i>Faculty Expert</i>
10. Evaluation of Service Delivery	10.1. After the service has been provided, the Faculty Expert and/or an Extension Staff will facilitate the conduct of service delivery	None	5 minutes	<i>Faculty Expert and Extension Staff</i>



	evaluation for trainings, technical assistance and customer satisfaction survey			
TOTAL		NONE	3 Days	



DEPARTMENT OF ADMINISTRATIVE SERVICES

Internal Services



1. JOB ORDER REQUEST

To establish and maintain a documented procedure in requesting Job Order Personnel in the University.

Office or Division:		Department of Administrative Services		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Employees of Tarlac Agricultural University		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Job Order Form		Tarlac Agricultural University-Department of Administrative Services		
Approved Request Letter		NONE		
Memorandum of Agreement				
Line Item Budget				
Curriculum Vitae		NONE		
Client Feedback Form		Tarlac Agricultural University-Department of Administrative Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Job Order Form (4 copies) and attach supporting documents applicable for the request.	1.1 The concerned head of office (proponent) shall prepare the Job Order Request form duly signed by him/her.	None	5 minutes	<i>Proponent/ End-user</i>
2. Submit the accomplished form with complete supporting documents to the Office of the Administrative Services.	2.1 The Chief Administrative Officer for Administration shall review and validate the entries and information stated in the form upon receipt of the documents and then forward the duly accomplished forms to the Chief Accountant/Chief of Accounting Office for pre-audit and	None	2 working days	<i>Director for Administration</i>

	certification of fund availability			
	2.2 The Chief Accountant/Chief of Accounting Office shall conduct a pre-audit and certify the availability of funds upon receipt of the documents. After certifying the availability of funds, he/she shall submit the form to the Vice President for Finance and Administration for review and evaluation.	None	2 working days	<i>Chief Accountant/Chief of Accounting Office</i>
	2.3. The Vice President for Finance and Administration shall review and evaluate the proposed job order upon receipt of the form and then endorse it to the University President for appropriate action.	None	2 working days	<i>Vice President for Finance and Administration</i>
	2.4. The University President shall take action on the proposed job order. If approved, the job order and supporting documents shall be transmitted to the HRMO for further processing. If disapproved, the job order and supporting documents shall be returned to the proponent for proper action.	None	2 working days	<i>University President</i>



	2.5. The HRMO Chief shall inform the contractor and/or the head of office upon approval of the job order. Upon signing of contract by the contractor, then he/she shall advise to start the job/service.	None	2 working days	<i>Human Resource Management Office Personnel</i>
3. Fill-out Client's Feedback form	3.1 The concerned personnel shall fill-out the Client Feedback Form	None	5 minutes	<i>Concerned Personnel</i>
TOTAL		None	10 Working Days <i>(depending on the nature of work)</i>	



HUMAN RESOURCE MANAGEMENT OFFICE

INTERNAL SERVICES



1. VERIFICATION AND ISSUANCE OF EMPLOYMENT RECORDS

This service provides the procedure in the verification and issuance of employment records of University personnel.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Employees of Tarlac Agricultural University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client Feedback Form		Tarlac Agricultural University-Human Resource Management Office		
Request Form		Tarlac Agricultural University-Human Resource Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request and/or fill out in the request logbook	1.1 Receive the request letter	None	5 minutes	<i>Designated Staff Human Resource Management Office</i>
	1.2 Verify the requested document	None	10 minutes	<i>Designated Staff Human Resource Management Office</i>
	1.3 Prepare and Print of Requested document upon review and evaluation	None	One day	<i>Designated Staff Human Resource Management Office</i>
2. Fill-out Client Feedback Form	2.1 Fill up Service Requisition Form and Customer Feedback Form	NONE	10 minutes	<i>End User</i>
TOTAL		NONE	1 Day	



2. APPLICATION FOR LEAVE OF ABSENCE

This service provides the procedure for applying for a leave of absence.

Office or Division:		Human Resource Management Office		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Employees of Tarlac Agricultural University		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client Feedback Form		Tarlac Agricultural University-Human Resource Management Office		
Application for Leave		Tarlac Agricultural University-Human Resource Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure CSC Form No. 6 (Application for Leave)	1.1 Issue CSC Form No. 6 (Application for Leave)	None	1 minute	<i>Human Resource Management Office</i>
2. Submit Accomplished Application for Leave at the Human Resource Management Office	2.1 Received the duly accomplished CSC Form No. 6 and also, check the date if the filling is on-time based on the leave laws and must be filled with correct entries.	None	5 minutes	<i>Human Resource Management Office</i>
	2.2 Check the availability of leave credits, fill up the portion for details of leave credits and let it be signed by the HRMO, and return the application to the employee for endorsement of their immediate supervisor.	None	15 minutes	<i>In-charge in leave administration</i>
			10 minutes	<i>Chief of HRMO</i>

	2.3 The employee shall submit his/her application for leave to his/her immediate supervisor for endorsement.	None	5 minutes	<i>End User</i>
	2.4 Forward to the Office of the Vice President for Academic Affairs (VP- AA)/ Vice President for Finance and Administration (VP- FA)/ University President for approval.		3 minutes	<i>End User</i>
	2.5. Inform the employee about the status of their application for leave. The employee may also follow-up their application thru local phone call, text, messenger or other means of communication.	None	10 minutes	<i>Human Resource Management Office Staff</i>
	2.6. Receive and file the processed application for leave for posting in the employee's leave card.	None		<i>In-charge in leave administration</i>
3. Fill-out Client Feedback Form	3.1 Requesting personnel shall fill-out the Client Feedback Form	None	5 minutes	<i>End User</i>
TOTAL		NONE	54 Minutes	



3. REQUESTING AND ISSUANCE OF CERTIFICATE AND EMPLOYMENT AND CERTIFICATE OF EMPLOYMENT AND COMPENSATION

This service provides the procedure in requesting and issuance of Certificate of Employment and Certificate of Employment with Compensation to be used by employees for any legal purpose needed.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Employees (Active and Inactive) of Tarlac Agricultural University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client Feedback Form		From the Human Resource Management Office		
Request Letter indicating their name, status of appointment, request certification and the purpose of the request		From the applicant or employee		
Request letter and copy of clearance for inactive employees of the University		To be provided by the requesting personnel		
Authorization Letter for representative		To be provided by the requesting personnel		
201 File		From the Human Resource Management Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The applicant or employee shall submit the letter of request to the HRMO	1.1 Receive the request letter and endorse to the person In-Charge for proper action.	None	5 minutes	<i>Messenger</i> <i>Human Resource Management Office</i>
2. Received requested documents.	2.1 Ask the requesting personnel for additional requirements, if necessary	None	5 minutes	<i>Human Resource Management Office</i>



	2.2 Check the 201 file folder of the requesting employee	None	10 minutes	<i>Human Resource Management Office</i>
	2.3 Prepare and print the requested certification	None	15 minutes	<i>Human Resource Management Office</i> <i>Chief of the HRMO</i>
	2.4 Release the signed certification to the requesting employee	None	5 minutes	<i>In-Charge of Issuance</i>
	2.5 Sign in the logbook of release document/ request for record purposes	None	5 minutes	<i>In-Charge of Issuance</i>
3.Fill-out Client Feedback form	3.1Requesting personnel shall fill-out the Client Feedback Form	None	5 minutes	<i>Requesting personnel</i>
TOTAL		None	50 Minutes	

4. REQUESTING OF OTHER PERSONNEL-RELATED DOCUMENTS AND REPORTS

This service provides the procedure for requesting other personnel-related documents and reports that have been documented by the office for any legal purposes it may be used.

Office or Division:	Human Resource Management Office			
Classification:	Complex			
Type of Transaction:	G2C G2G			
Who may avail:	Employees (active and inactive) and oversight government agencies			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request letter with appropriate attachment/ basis, if necessary		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit request letter with attachment, if any	1.1 Receive the submitted request letter	None	5 minutes	<i>Messenger</i> <i>Human Resource Management Office</i>
	1.2 Verify the submitted request and documents	None	5 minutes	<i>Human Resource Management Office</i>
	1.3 Prepare the requested personnel-related documents and/or reports	None	5 days (may vary depending on the classification of the requested documents)	<i>Human Resource Management Office</i>
2. Release of requested documents and/or report	2.1 Release the requested documents	None	5 minutes	<i>In-Charge of Issuance</i>



TOTAL		None	5 Working Days, 15 Minutes (may vary depending on the classification of the requested documents)	
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RECORDS MANAGEMENT UNIT

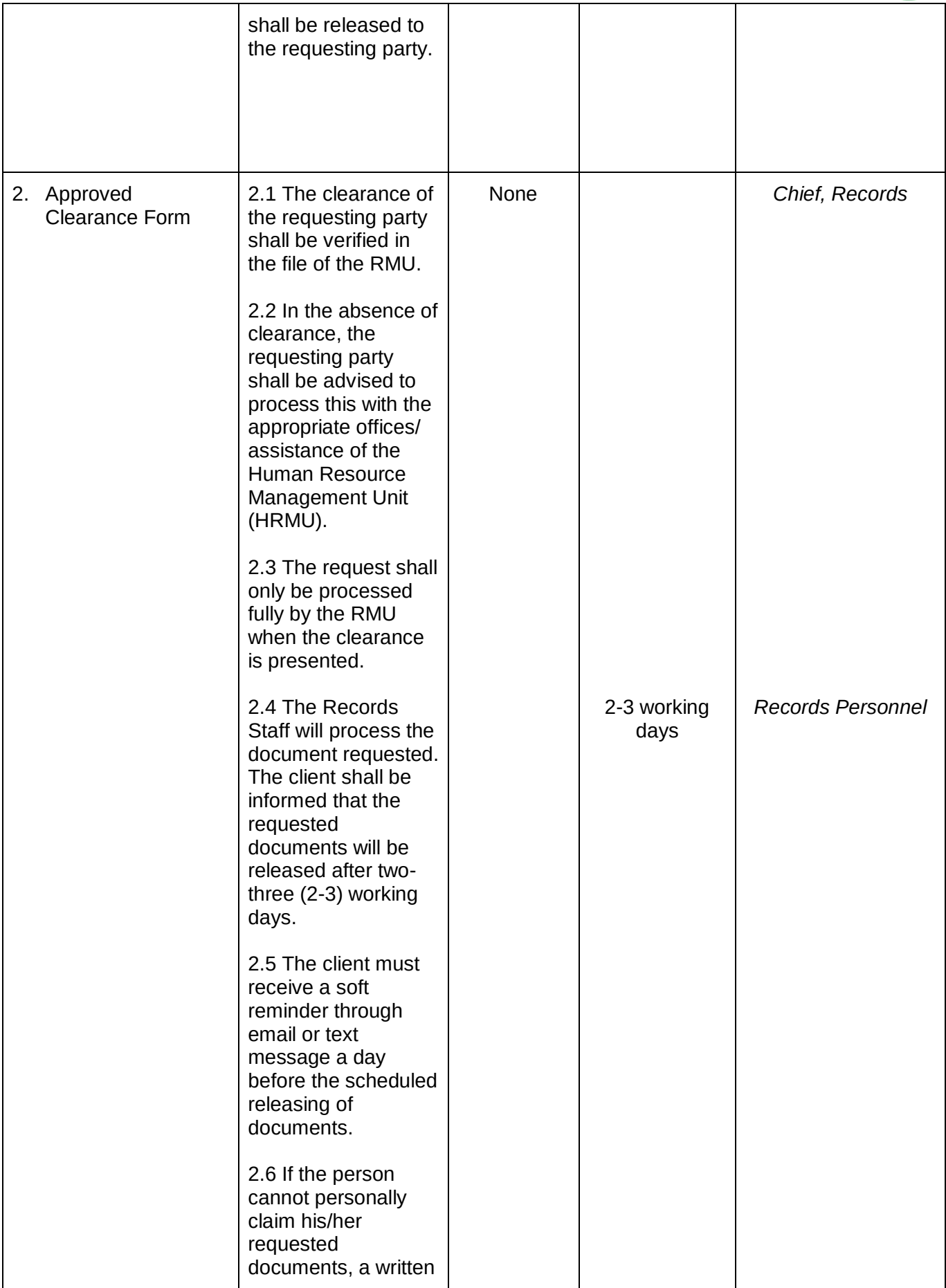
External / Internal Services



1. REQUESTING OF DOCUMENTS

This service allows the issuance of documents, reports, and data pertaining to personnel or operations of the University subject to provisions of Data Privacy Law.

Office or Division:		Records Management Unit		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Current and former employees of Tarlac Agricultural University		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Tarlac Agricultural University-Records Management Unit		
Request Letter		NONE		
Client Feedback Form		Tarlac Agricultural University-Records Management Unit		
Approved Clearance		Tarlac Agricultural University-Records Management Unit		
1. Fill-out and submit the form.	1.1 The Records Officer will check the purpose and reason why the document is requested.	None	5 minutes	<i>Chief, Records</i>
	1.2 The Records staff verifies if the document needed is in the custody of RMU.		20 minutes	<i>Records Personnel</i>
	1.3 If the document is not present but is in the custody of other offices/ units in the University, the requesting party shall be endorsed to the concerned office/s.		5 minutes	<i>Records Personnel</i>
	1.4 If the document is present in the RMU, a photocopy of these in the authenticated form		10 minutes	<i>Records Personnel</i>

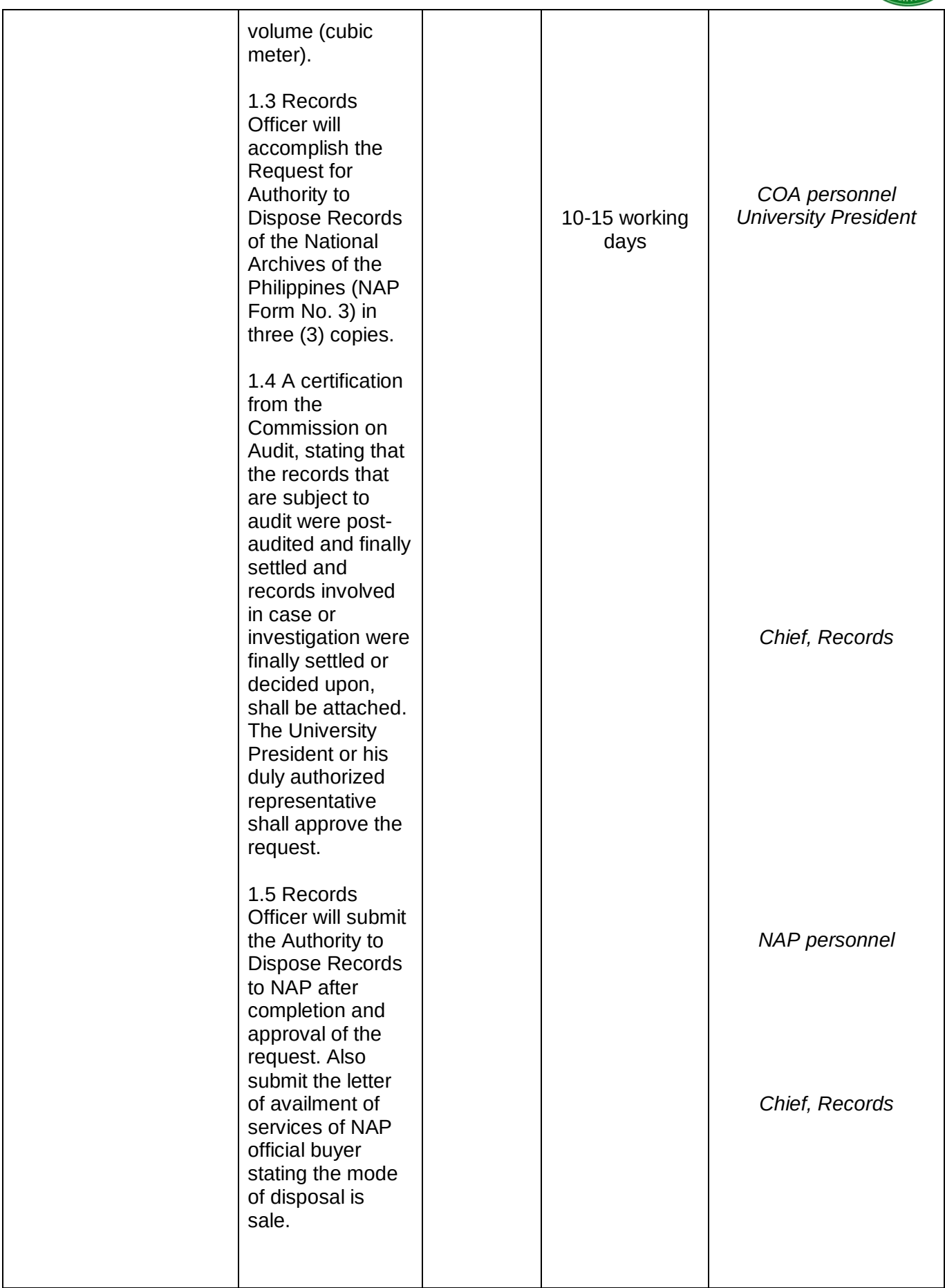


	letter of authorization and identification card must accompany the person claiming the documents. 2.7 Records staff shall also notify the client if there is any deviation from the time of two-three (2-3) working days due to other intervening circumstances. 2.8 Before releasing documents, all the details shall properly register in the Outgoing Logbook.		3 minutes	<i>Records Personnel</i>
3. Fill-out Client's Feedback form	The concerned personnel/client shall fill-out the Records Client's Feedback Form	None	5 minutes	<i>Concerned Personnel</i>
TOTAL		None	3 Working Days, 48 Minutes (depending on the nature of work)	

2. DOCUMENT RETENTION AND DISPOSAL

This service provides for allowing the disposal or retention of official documents in the University.

Office or Division:	Records Management Unit			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Employees of Tarlac Agricultural University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		NONE		
Client Feedback Form		Tarlac Agricultural University-Records Management Unit		
Records Disposition Schedule		Tarlac Agricultural University-Records Management Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Valueless records shall determined by the document owner	1.1 Records Officer checks the specifications of document/s or record/s to be disposed of and authorized retention period based on the University Records Disposition Schedule.	None	2-3 working days	Chief, Records
	1.2 The Records Officer will estimate the volume of the valueless records to determine and facilitate economical disposal. The formula to get the volume is length multiplied by the height multiplied by the width =		2-3 working days	Chief, Records
			5-7 working days	Chief, Records



	1.6 Wait for the notification of NAP on the approval of request together with the actual date of disposal. 1.7 RO shall supervise the segregation of valueless records and be responsible for its safekeeping until the actual disposal. 1.8 Actual disposal of valueless records shall be witnessed by the RO, representatives from COA and NAP. The mode of disposal is by any method recommended by NAP Analyst. 1.9 Records Officer shall keep and secure the Certificate of Disposal from NAP.			<i>Records personnel</i> <i>NAP personnel</i> <i>COA personnel</i> <i>Chief, Records</i>
2. Fill-out Client's Feedback form	The concerned personnel/client shall fill-out the Records Client's Feedback Form.	None	5 minutes	<i>Concerned Personnel</i>
TOTAL		None	28 Working Days, 5 Minutes (depending on the nature of work)	



3. MAIL MANAGEMENT

This service allows the sending of University documents through the postal office nearest to the University, or any legitimate forwarding services.

Office or Division:	Records Management Unit			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Employees of Tarlac Agricultural University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Mail Request Form		Tarlac Agricultural University-Records Management Unit		
Client Feedback Form		Tarlac Agricultural University-Records Management Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Document owner will prepare the letter to be sent.Fill-out and submit the Mail Request Form.	1.1 The Records staff will receive and register the mail in the Logbook for incoming documents, the date and time of receiving.	None	3 minutes	<i>Records Personnel</i>
	1.2 The Records staff will check the mail as to where its destination and prepare the mode of transfer.		3 minutes	<i>Records Personnel</i>
	1.3 The Records staff will affix the correct amount of mailing stamps.		3 minutes	<i>Records Personnel</i>
	1.4 The Records personnel will dispatch the mails to the nearest Postal Office and keep the official receipt.		1-2 working days	<i>Records Personnel</i>
			2 minutes	<i>Records Personnel</i>



	1.5 Mailing details will be recorded in the Mail Logbook. 1.6 The Records personnel shall fill-out the Delivery Information in the Mail Request Form and will give a copy to the concerned personnel/office.		2-3 minutes	<i>Records Personnel</i>
2. Fill-out Client's Feedback form	The concerned personnel/client shall fill-out the Records Client's Feedback Form.	None	5 minutes	<i>Concerned Personnel</i>
TOTAL		None	2 Working Days, 19 Minutes (depending on the nature of work)	

4. AUTHENTICATION

Documents issued by the University and personnel documents/records are authenticated in the office which can be used for specific purposes as stated in the requests.

Office or Division:		Records Management Unit		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Employees of Tarlac Agricultural University		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client Feedback Form		Tarlac Agricultural University-Records Management Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Bring the original copy of the documents.	1.1 The Records personnel will receive and record the documents in the Authentication Logbook.	None	2 minutes	<i>Records Personnel</i>
	1.2 The Records personnel will check the photocopy from the original copy of the documents to verify for what purpose it is intended.		5 minutes	<i>Records Personnel</i>
	1.3 The Records personnel will stamp the document assigned as "CERTIFIED TRUE XEROX COPY OF THE ORIGINAL" and will be signed by the Records Officer.		1 minute per document	<i>Records Personnel</i>
	1.4 The client shall sign in the logbook as the service has been done.			<i>Records Personnel</i>



			2 minutes	
2. Fill-out Client's Feedback form	The concerned personnel/client shall fill-out the Records Client's Feedback Form.	None	5 minutes	<i>Concerned Personnel</i>
TOTAL		None	15 Minutes (depending on the number of copies need to authenticate)	



5. HANDLING OF INCOMING MAILES

This service allows the external communications to be delivered to the recipient securely on time.

Office or Division:	Records Management Unit			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Employees of Tarlac Agricultural University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client Feedback Form		Tarlac Agricultural University-Records Management Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Mails received in RMU.	1.1 Mails are received in RMU and delivered by the postman or other person designated.	None	10-20 minutes	<i>Proponent</i>
	1.2 Checking the mail as to where its destination is. Some will be addressed to departments or individuals either by name or title of office. Other mails may return due to some reason that the addressee is resigned/ retired or transferred to another agency.		5-10 minutes	<i>Records Personnel</i>
	1.3 Mail shall return to sender (agency or individual) and will be marked RTS by the		10-15 minutes	<i>Records Personnel</i>

	PostMan/PPC Personnel. 1.4 Sorting of mail into personal and official. 1.5 Mails received are recorded in the incoming logbook, the date and time of receiving it for documentation. 1.6 Before it will be personally delivered to the addressee, RMU Staff will register the information in the outgoing logbook. 1.7 Mails are handed over to the concerned personnel/office by the RMU personnel. The addressee shall sign in the outgoing logbook as evidence that the mail was received. 1.8 If the person concerned is not in the university at the time of routing, RMU Personnel shall notify the person concerned.		10-20 minutes 1-2 working days	<i>Records Personnel</i> <i>Records Personnel</i>
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2. Fill-out Client's Feedback form	The concerned personnel/client shall fill-out the Records Client's Feedback Form.	None	5 minutes	Concerned Personnel
TOTAL		None	2 Working Days, 1 hour and 10 Minutes (depending on the volume of mails received)	



MEDICAL AND DENTAL SERVICES

INTERNAL SERVICES



1. MEDICAL CONSULTATION

This service provides the procedure for requesting other personnel-related documents and reports that have been documented by the office for any legal purposes it may be used.

Office or Division:	Medical and Dental Services			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Bona fide students, Employees of Tarlac Agricultural University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client Feedback Form		Tarlac Agricultural University-Medical and Dental Services		
School ID (for students)		NONE		
Certificate of Registration (for students)		Tarlac Agricultural University-Admission and Registration Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the clinic and present student ID or current certificate of registration	1.1 Retrieve the Medical Record of the patient.	No fees for TAU students and employees	2 minutes	<i>Attending Nurse Medical and Dental Services</i>
2. For emergency cases, cooperate and respond to assessment questions (if patient is conscious)	2.1 While assessing, give appropriate first aid treatment, then refer to the nearest hospital.		15 minutes	<i>Medical Officer, Attending nurse (s) Medical and Dental Services</i>
3. For non-emergency cases, cooperate and respond to assessment questions.	3.1 Assess the patient and record all pertinent data needed such as chief complaint, vital signs, and patient history related to the complaint.		5 to 30 minutes Varies on case to case	<i>Medical Officer Medical and Dental Services</i>

4. Proceed to the Physician's room. Patients receive treatment.	4.1 Reassess patient, diagnose and treat, give referral (if necessary), prescribe medicines.		45 minutes	<i>Medical Officer, Attending Nurse Medical and Dental Services</i>
5. Patient receive medicines and health teachings	5.1 Prescribed medicines will be issued by the nurse with appropriate health teachings.		2 minutes	<i>Attending Nurse Medical and Dental Services</i>
6. Patient will sign on their medical record to serve as proof that they received and agreed with the treatment.	6.1 The patient record will be updated by the nurse. All assessment findings, treatment, and medications given will be recorded appropriately		2 minutes	<i>Attending Nurse Medical and Dental Service</i>
7. Patient will accomplish a client feedback form	7.1 Attending nurse will ask the patient to accomplish a client feedback form		2 minutes	<i>Attending Nurse Medical and Dental Service</i>
TOTAL		None	1 Hour, 36 Minutes Varies on case to case	

2. DENTAL SERVICES

This service provides the procedure for requesting other personnel-related documents and reports that have been documented by the office for any legal purposes it may be used.

Office or Division:	Medical and Dental Services			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Bona fide students, Employees and Outside Clienteles of Tarlac Agricultural University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client Feedback Form		Tarlac Agricultural University-Medical and Dental Services		
School ID (for students)		NONE		
Certificate of Registration (for students)		Tarlac Agricultural University-Admission and Registration Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the clinic and present student ID or current certificate of registration	1.1 Retrieve the Medical Record of the patient.	NONE	2minutes	<i>Dental Aide Medical and Dental Services</i>
2. For consultation, patient proceed to the dental room.	2.1 Oral Examination	NONE	10 minutes	<i>University Dentist Medical and Dental Services</i>
3. For treatment, patient proceed to the dental room and receives treatment	3.1 Tooth extraction or Oral Prophylaxis will be performed	NONE	40 minutes	<i>University Dentist Medical and Dental Services</i>
4. Patients receives medicines / prescription	4.1 Issuance of Medicines / Prescription if necessary 4.2 Updating of Medical / Dental Records	NONE NONE	2 minutes	<i>University Dentist Medical and Dental Services</i>



5. Patient will accomplish a client feedback form	5.1Dental Aide will ask the patient to accomplish a client feedback form		2 minutes	<i>Dental Aide Medical and Dental Services</i>
TOTAL		None	56 Minutes	



3. REQUEST OF MEDICAL AND DENTAL CERTIFICATE

This service provides the procedure for requesting other personnel-related documents and reports that have been documented by the office for any legal purposes it may be used.

Office or Division:	Medical and Dental Services			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Bona fide students, Employees of Tarlac Agricultural University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client Feedback Form		Tarlac Agricultural University-Medical and Dental Services		
School ID (for students)		NONE		
Certificate of Registration (for students)		Tarlac Agricultural University-Admission and Registration Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the clinic and present student ID or current certificate of registration	1.1 Retrieve the Medical Record of the patient.	No fees for TAU students and employees	2 minutes	<i>Attending Nurse and Dental Aide</i>
2. Cooperate and respond to questions	2.1 Nurse/Dental Aide will review the patient's history (when did the client consult the clinic and the reason for consultation).		2-3 minutes	<i>Attending nurse (s), Dental Aide</i>
3. Patient proceeds to the Physician/ Dentist	3.1 Physician/Dentist will review the patient's history and will give final diagnosis and remarks to be		5 minutes	<i>Medical Officer, Dentist</i>

	manifested on the Medical/Dental Certificate			
4. Patient goes back to the nurse and validates the information encoded.	4.1 The nurse will encode the patient's information, and Physicians/Dentist final diagnosis. Nurse will print the medical/dental certificate.		2-3 minutes	<i>Attending Nurse</i>
5. Patient go back to the physician/ dentist	5.1 Nurse will instruct the patient to go back to the physician/ dentist for signature.		2 minutes	<i>Attending Nurse</i>
6. Patient go back to the nurse and accomplish the client feedback FORM	6.1The nurse will dry seal the certificate and update the client's record.		2 minutes	<i>Attending Nurse</i>
TOTAL		None	17 Minutes	



4. REQUEST FOR LABORATORY EXAMINATION

This service provides the procedure for requesting other personnel-related documents and reports that have been documented by the office for any legal purposes it may be used.

Office or Division:	Medical and Dental Services			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Bona fide students, Employees of Tarlac Agricultural University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client Feedback Form		Tarlac Agricultural University-Medical and Dental Services		
School ID (for students)		NONE		
Certificate of Registration (for students)		Tarlac Agricultural University-Admission and Registration Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the clinic and present student ID or current certificate of registration	1.1 Retrieve the Medical Record of the patient.	No fees for TAU students and employees	2 minutes	<i>Medical and Dental Staff</i>
2.Cooperate and respond to questions	2.1 Medical and Dental staff asks/ assess patients for the purpose of the request and document it to the patient's medical record. The staff will issue the lab request form.		2-3 minutes	<i>Medical and Dental Staff</i>



3. Accomplish the client feedback form	3.1 The staff gives instructions to the client.		5 minutes	<i>Medical and Dental Staff</i>
TOTAL		None	10 Minutes	



MOTORPOOL SERVICES

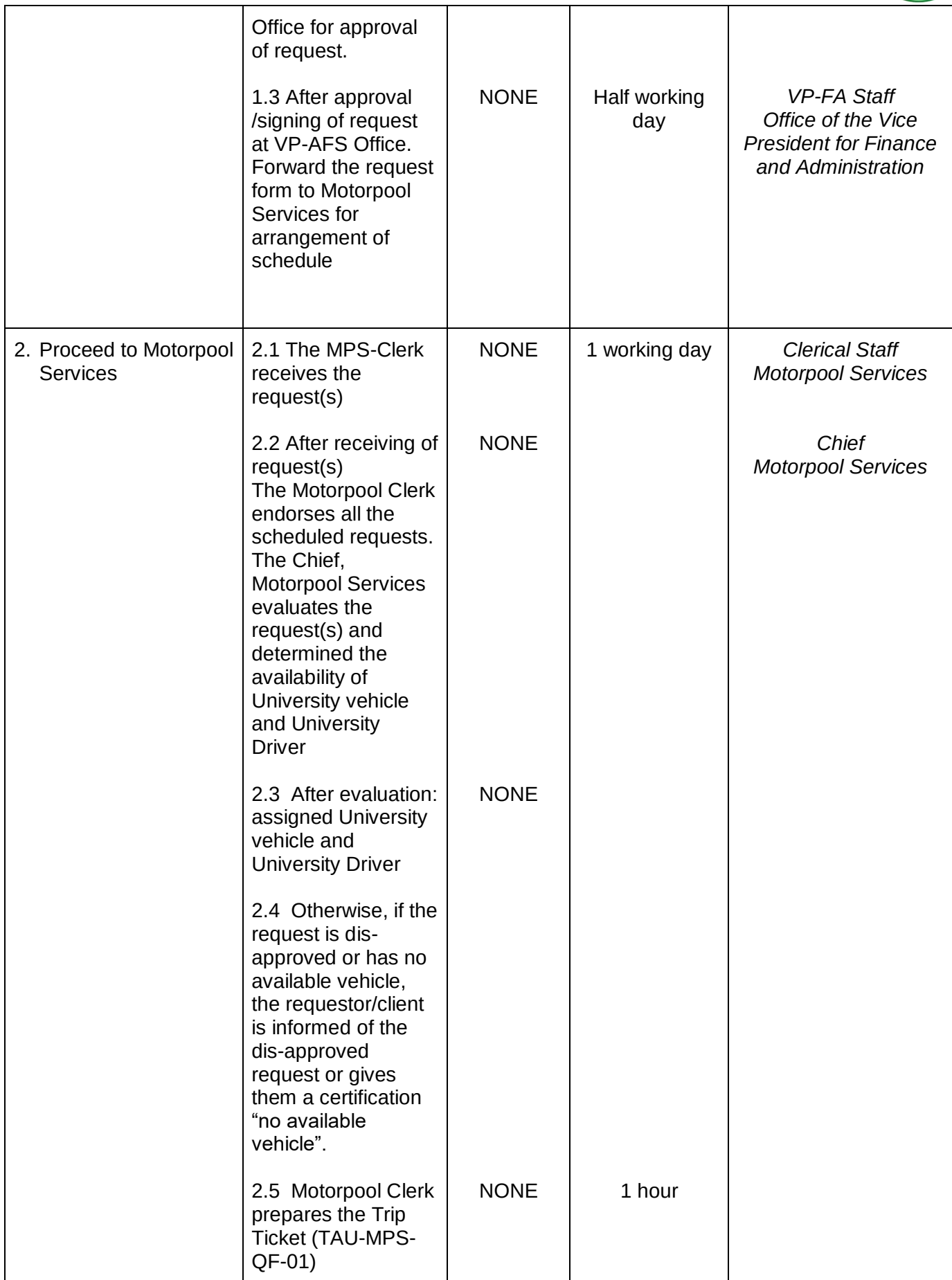
Internal Services



1. REQUEST FOR VEHICLE

This service allows TAU officials, employees, and students the use of university vehicles for official business travels.

Office or Division:	Motorpool Services			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Bona fide officials, employees and students of Tarlac Agricultural University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Vehicle Form		Tarlac Agricultural University - Office of the Vice President for Finance and Administration		
Travel Order		Tarlac Agricultural University - Office of the Vice President for Finance and Administration (For Non-teaching Personnel) Tarlac Agricultural University - Office of the Vice President for Academic Affairs (For Faculty)		
Approved Notarized Parents Consent, Waiver Communication Letter, Invitation Letter (If student)		Tarlac Agricultural University - Office of Student Services and Development		
Client Feedback Form		Tarlac Agricultural University - Motorpool Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Process the Request Form / Fill-up the Request Form	1.1 The requestor processes the Request Form / Fill-up the Request Form (TAU-VPFA-QF-02), Travel Order ((TAU-VPFA-QF-01), (TAU-VPAA-QF-02), (TAU-VPRET-QF-11)	NONE	30 minutes 1 working day (Notarization for Atty.)	<i>Requestor/Client</i>
	1.2 Forward the Request for Service vehicle form (TAU-VPFA-QF-02) and travel order (TAU-VPFA-QF-01), (TAU-VPAA-QF-02), (TAU-VPRET-QF-11) to VP-AFS	NONE	Half working day	<i>VP-FA Staff Office of the Vice President for Finance and Administration</i>





	2.6 The University Mechanic certifies the Trip Ticket that the vehicle is in good running conditions. 2.7 The Chief, Motorpool Services sign and approved the Trip Ticket			<i>University Mechanic Motorpool Services</i> <i>Chief Motorpool Services</i>
3. Forward to the Office of the Vice President for Finance and Administration (VP-FA)	3.1 Motorpool Clerk forward the accomplished Trip Ticket (TAU-MPS-QF-01 to VP-FA for authorization/ approval of Trip Ticket. 3.2 The VP-FA attaches/provides the gasoline slip to the Trip Ticket (TAU-MPS-QF-01); and acts on the trip ticket by affixing his signature for approval.	NONE	10-15 minutes	<i>Clerical Staff Motorpool Services</i> <i>VP for Finance and Administration</i>
TOTAL		NONE	3 Working Days, 1 Hour, 45 Minutes	



PROCUREMENT SERVICES

INTERNAL SERVICES



1. REQUEST FOR PURCHASING OF GOODS

SERVICE INFORMATION

Office or Division:	Procurement Services			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Employees of Tarlac Agricultural University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Client Feedback Form		Tarlac Agricultural University-Procurement Services		
Purchase Request		Tarlac Agricultural University-Procurement Services		
Approved Agency Procurement Request		Tarlac Agricultural University-Procurement Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Quotation/ Received Approved PR	1.1. Prepare at least three (3) quotation form from bona fide supplier/s (supplies, materials & equipment)	NONE	3 days	<i>Procurement Personnel</i>
2. Abstract of Canvass/ Quotations & Purchase Order preparation	2.1 Prepare abstract of canvass/ quotations and purchase orders for the various funds of the agency (Fund 01, 05, 06, 07)	NONE	2-3 hours	<i>Procurement Personnel</i>
	2.2 The Head of BAC Secretariat evaluates and validates the correctness of the prepared Abstract of Canvass/ Quotations(TAU-PMU-QF-02) together with the completeness of the attached	NONE	15-30 minutes	<i>Head of the BAC Secretariat</i>

3. Assign ORS/ URS No.	documentary requirements.	NONE	1-2 days	Chief of the Budget Office
	3.1 The Chief of the Budget Office/representative determine the object of expenditure and assign obligation/utilization number to the goods/services requested	NONE	1-2 days	Head, BAC Secretariat & BAC Chairperson
4. Approval of Abstract of Canvass/ Quotations & Purchase Order	4.1 The Chief of the PMU (Head of the BAC Secretariat) and the BAC Chairperson affixed their signature in the Abstract of Canvass/Quotations & Purchase Order for the supplier that submitted the lowest responsive quotation	NONE	1-3 days	Chief of Accounting Office
	5.1 The Chief of Accounting Office certify the availability of funds based on the fund cluster (Fund 01, 05, 06 and 07) of the goods/services requested	NONE	1-2 days	Head of Procuring Entity/HOPE
5. Certification of the Availability of Funds.	6.1 The HOPE affixed his signature on the Purchase Order	NONE	15-30 minutes	Procurement Personnel
	6.2 Serve the approved purchase order to the responsive supplier/s to signify their terms	NONE		



	and conditions stated in the PO 6.3 Forward the served PO to PSMU for their reference 6.4 Submit a copy of the approved Purchase Order to COA within five days after conformity of the supplier.	NONE	5-15 minutes	<i>Procurement Personnel</i>
7. Fill out Client's Feedback Form and place in the suggestion box	7.1. Provide Client's Feedback Form and require clients to fill out the form	NONE	2 minutes	<i>Procurement Staff Procurement Services</i>
TOTAL		NONE	12 days, 4 hours & 17 minutes	



3. REQUEST FOR THE PROCUREMENT OF SUPPLIES, MATERIALS AND EQUIPMENT WHICH IS LESS THAN FIFTY THOUSAND PESOS ONLY (P 50,000.00)

This service follows the process of requisition for the supplies, materials and equipment needed by the particular unit, department and colleges of the university through Shopping, Direct Contracting, Repeat Order and Negotiated Procurement.

Office or Division:		Procurement Services		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Employees of Tarlac Agricultural University		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchase Request Client Feedback Form		Tarlac Agricultural University-Procurement Services		
PROCUREMENT PROCESS FOR ≤P50,000.00		Tarlac Agricultural University-Procurement Services		
Approved Agency Procurement Request		Tarlac Agricultural University-Procurement Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The end-user/originating unit will forward the approved Purchase Request (PR) to the PMU	1.1. The PMU staff records the approved purchase request of the end-user/originating office based on their fund cluster (Fund 01, 05, 07 and 06)	NONE	5-10 minutes	Procurement Personnel
	1.2. The PMU staff will evaluate the completeness of the documents forwarded ➤ If the documentary requirements are complete, the procurement activity will proceed using the Alternative Method of		10-15 minutes	Procurement Personnel

	Procurement (AMP) through Shopping, Direct Contracting, Repeat Order and Negotiated Procurement) ➤ If the documentary requirements are incomplete, it will be reverted to the end-user/originating office			
	1.3. The buyer/canvasser will serve and gather the served quotations based on the technical specifications indicated in the Purchase Request of the end-user/originating office to the at least three bona fide suppliers for supplies, materials and equipment		3-5 days	<i>Buyer/Canvasser</i>
	1.4. The PMU staff evaluates the gathered quotations from the bona fide suppliers and their responsiveness		15-30 minutes	<i>Procurement Personnel</i>
	1.5. The PMU staff prepares the Abstract of Canvass/Quotations(TAU-PMU-QF-02) based on their fund cluster (Fund 01, 05, 06 and 07) with the		2-3 hours	<i>Procurement Personnel</i>

	attached documentary requirements			
	1.6. The PMU unit head or his representative evaluate and validates the correctness of the prepared Abstract of Canvass/Quotations(TAU-PMU-QF-02) together with the attached supporting documents		15-30 minutes	PMU Head/Representative
	1.7. The Chief of the PMU (Head of the BAC Secretariat) and the BAC Chairperson affixed their signature in the Abstract of Canvass/Quotations(TAU-PMU-QF-02) for the supplier that submitted the lowest calculated responsive quotation		1-2 days	PMU Head/BAC Chairperson
	1.8. The PMU staff retains a copy of approved Abstract of Canvass/Quotations (TAU-PMU-QF-02) for future references		2-3 minutes	Procurement Personnel
TOTAL		NONE	7 days, 4 hours & 28 minutes	



3. REQUEST FOR THE PURCHASE OF SUPPLIES, MATERIALS AND EQUIPMENT FOR THE TRANSACTIONS ABOVE P 50,000.00 TO P 1,000,000.00

This service follows the process of requisition for the supplies, materials and equipment needed by the particular unit, department and colleges of the university through Small Value Procurement (SVP)

Office or Division:		Procurement Services		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Employees of Tarlac Agricultural University		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Purchase Request		Tarlac Agricultural University-Procurement Services		
PROCUREMENT PROCESS FOR ≥P50,000.00 to P 1,000,000.00		Tarlac Agricultural University-Procurement Services		
Approved Agency Procurement Request		Tarlac Agricultural University-Procurement Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The end-user/originating unit will forward the approved Purchase Request (PR) to the PMU	1.1. The PMU staff records the approved purchase request of the end-user/originating office based on their fund cluster (Fund 01, 05, 07 and 06)	NONE	3-5 minutes	<i>Procurement Personnel</i>
	1.2. The PMU staff will evaluate the completeness of the documents forwarded ➤ If the documentary requirements are complete, the procurement activity will proceed using the Alternative Method of Procurement (AMP) through		10-15 minutes	<i>Procurement Personnel</i>

	Small Value Procurement (SVP) ➤ If the documentary requirements are incomplete, it will be reverted to the end-user/originating office 1.3. The PMU Staff forwards the approved Purchase Request to the BAC Secretariat for preparation of BAC Resolution 1.4. The BAC Secretariat prepares BAC Resolution for the project that will be procured through AMP-SVP 1.5. The members of the BAC evaluate and approved the BAC Resolution for the project through AMP-SVP 1.6. The BAC Secretariat encodes and post the technical specifications of the project (supplies, materials and equipment) in the PhilGeps • If there is/are interested supplier/s that submitted RFQ for the project, the procurement		5-10 minutes 1-2 hours 3-7 days 7-8 days	<i>Procurement Personnel</i> <i>BAC Secretariat</i> <i>BAC Members</i> <i>BAC Secretariat</i>
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	activity will proceed up to the serving of Purchase Order to the responsive supplier ➤ If there is/are no interested supplier/s that submitted RFQ for two consecutive posting, the approved PR will be reverted to the end-user/originating office to conduct market research for the items/units being requested			
	1.7. The PMU staff prepares the Abstract of Canvass/Quotations based on the approved fund cluster (Fund 01, 05, 06 and 07) and the technical specifications and unit price of the items/units offered by the responsive supplier		1-2 hours	<i>Procurement Personnel</i>
	1.8. The PMU unit head or his representative evaluate and validates the attached documentary requirements in the prepared Abstract of Canvass/Quotation		15-30 minutes	<i>PMU Head/Representative</i>
	1.9. The Chief of the PMU (Head of the BAC Secretariat)		1-2 days	<i>PMU Head/BAC Chairperson</i>



	and the BAC Chairperson affixed their signature in the Abstract of Canvass/Quotations for the supplier that submitted the most responsive bid and advantageous to the government 1.10. The PMU staff retains a copy of approved Abstract of Canvass/Quotations (TAU-PMU-QF-02) for future references		2-3 minutes	<i>PMU Personnel</i>
TOTAL		NONE	16 days, 5 hours & 3 minutes	



PROPERTY AND SUPPLY MANAGEMENT UNIT (PSMU)

Internal Services

1. FOR INSPECTION AND ACCEPTANCE REPORT

This service authorizes the receipt, inspection and acceptance of deliveries of supplies, materials and equipment.

Office or Division:	Property and Supply Management Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Suppliers, Consultants, Stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Requests, Delivery Receipt/ Sales Invoice, Purchase Order (PO)		NONE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure inspection and acceptance report.	1.1 Receive items. Check delivered items against Purchase Order (TAU-BAC-QF-07).	NONE	At least 3 minutes depends on the number of items	<i>Receiving Staff Property and Supply Management Office</i>
	1.2 Inspect items. Check if items delivered are in accordance with the specifications stated in the Purchase Order.	NONE	At least 5 minutes depends on the number of delivered items	<i>TWG/ Property Inspector</i>
	1.3 If Inspected items are acceptable, items are accepted and are kept in the stockroom prior to release or issuance to the end-user.	NONE	At least 5 minutes depends on the number of delivered items	<i>Receiving Staff Property and Supply Management Office</i>
	1.4 If inspected item/s are not acceptable. Call the supplier for immediate replacement of	NONE	2 minutes	<i>Receiving Staff Property and Supply Management Office</i>

	items or return the item/s.			
	1.5 Prepares Inspection and Acceptance Report (TAU-PSMU-QF-03) to account receipt of supplies or equipment signed by the Inspector and PSMU Chief.	NONE	At least 5 minutes depends on the number of items to be encoded	Property Unit Staff Property and Supply Management Office
	1.6 For equipment, prepare Property Acknowledgment Report (Appendix 71 of GAM for NGAs Volume II) for signature of the end-user before issuance. For supplies and materials, PSMU staff prepares Inventory Custodian Slip (Appendix 59 of GAM for NGAs Volume II) and Requisition and Issue Slip (Appendix 63 of GAM for NGAs Volume II) for signature of the end-user.	NONE	At least 5 minutes depends on the number of items to be encoded	Property Unit Staff Property and Supply Management Office
	1.7 Deliver supplies to the end-user.	NONE	5 minutes	PSMO Staff Property and Supply Management Office
	1.8 Acknowledge the receipt of supplies/ equipment.	NONE	2 minutes	End-user



	1.9 Update Stock Card (Appendix 58 of GAM for NGAs Volume II) / Property Card (Appendix 69 of GAM for NGAs Volume II).	NONE	At least 2 minutes depending on the number of items to be encoded	<i>PSMO Staff</i> <i>Property and Supply Management Office</i>
TOTAL		NONE	Varies depending on the delivered items	



2. CORRECTIVE MAINTENANCE FOR EQUIPMENT, MACHINES AND MOTOR VEHICLES

This service will perform repair and maintenance of TAU Facilities and Equipment upon request.

Office or Division:	Property and Supply Management Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Stakeholders, End-users			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Repair Form		Tarlac Agricultural University – Property and Supply Management Office		
Abstract of Canvass		Tarlac Agricultural University – Procurement Services		
Purchase Order		Tarlac Agricultural University – Procurement Services		
Purchase Request		Tarlac Agricultural University – Procurement Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out the Request for Repair Form (TAU-PSMU-QF-04).	1.1 Receive and verify the submitted Request for Repair.	NONE	2 minutes	<i>Receiving Staff Property and Supply Management Office</i>
	1.2 Prepare the Pre-Repair and Post-Repair Inspection Report Form (TAU-PSMU-QF-01) and return it to the end-user.	NONE	At least 3 minutes depends on the number of items to be encoded	<i>Receiving Staff Property and Supply Management Office</i>
	1.3 Check and inspect the delivered supplies, materials and equipment and make sure they comply with the quantity and specifications.	NONE	At least 5 minutes depends on the number of delivered items	<i>Property Inspector/TWG, Receiving Staff Property and Supply Management Office</i>

	1.4 Prepare the Certificate of Acceptance and Completion (TAU-PSMU-QF-02) or IAR (TAU-PSMU-QF-03) with RIS (Appendix 63 of GAM for NGAs Volume II) and forwards to end-user. 1.5 Waste of the repaired equipment will be recorded in the Waste Material Report (Appendix 65 of GAM for NGAs Volume II) prior to disposal.	NONE NONE	At least 2 minutes depends on the number of items to be encoded 30 seconds	<i>PSMO Staff</i> <i>Property and Supply Management Office</i> <i>PSMO Staff</i> <i>Property and Supply Management Office</i>
TOTAL		NONE	Varies depending on the number of items to be encoded	

3. REQUISITION OF SUPPLIES, MATERIALS AND EQUIPMENT

The service provides information for Unit/Colleges of Tarlac Agricultural University on the processing of their requested supplies, materials and equipment.

Office or Division:	Property and Supply Management Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Stakeholders, End-users (Employees of the University)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Requisition and Issue Slip (Appendix 63 of GAM for NGAs Volume II)		Tarlac Agricultural University – Property and Supply Management Office		
Project Procurement Management Plan		NONE		
TWG-BAC Recommendation Letter		Tarlac Agricultural University – TWG BAC		
Quotation (TAU-PMU-QF-01)		Tarlac Agricultural University – Procurement Services		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
REQUISITION ON HIGHLY TECHNICAL				
1. The Originating/ Requesting Office (ORO) fill out the Requisition and Issue Slip, attach approved PPMP and forward to the TWG BAC for the specifications.	1.1 Validate if request is in their approved PPMP and advise ORO to seek assistance from TWG-BAC for technical specifications.	NONE	1-3 days for simple, 1-17 days for complex transactions	<i>Property and Supply Management Unit Personnel/TWG-BAC</i>
2. Forward the RIS together with the recommendation letter from TWG BAC to the Procurement Management Unit (PMU) for quotation.	2.1 Receive the RIS and prepare quotation.	NONE	1-3 days for simple, 1-17 days for complex transactions	<i>Procurement Management Unit Personnel</i>
3. Forward the RIS with TWG-BAC Recommendation Letter and Quotation to	3.1 Receive the RIS with complete attachments and prepare Purchase Request (PR).	NONE	Half day	<i>PSMU Personnel</i>



Property & Supply Management Unit (PSMU).	3.2 Submit PR to the Budgeting Unit	NONE	5 minutes	<i>PSMU Personnel</i>
	3.3 Budget Unit to determine fund cluster, countersign the PR and forward to the Office of the University President for approval	NONE	1 day	<i>Budget Officer</i>
	3.4 President approve the PR	NONE	1 day	<i>University President/ Authorized Representative</i>
	3.5 OP forward approved PR to PSMU	NONE	1 day	<i>OP Personnel</i>
	3.6 PSMU return PR to ORO and submit one (1) copy to PMU	NONE	10 minutes	<i>PSMU Personnel</i>
TOTAL		NONE	Varies depending on the number of requests to be approved	
REQUISITION AVAILABLE ON STOCK				
1. Fill out the Requisition and Issue Slip and attach approved PPMP.	1.1 Validate if request is in accordance with ORO's approved PPMP. If RIS content is not included, return RIS to ORO for supplemental preparation. Otherwise check stocks if available.	NONE	5-10 minutes	<i>PSMU Personnel</i>

	1.2 If stock is available, accomplish the RIS and issue stocks to ORO. If stock is insufficient, fill out the RIS form the appropriate action taken and files the RIS for consolidation and reference of the preparation of Purchase Request (PR).	NONE	10 minutes	<i>PSMU Personnel</i>
	1.3 Consolidate all unissued supplies, materials and/or equipment.	NONE	1 and a half working day	<i>PSMU Personnel</i>
	1.4 Prepare Purchase Request (PR)	NONE	Half day	<i>PSMU Personnel</i>
	1.5 Submit PR to the Budgeting Unit	NONE	5 minutes	<i>PSMU Personnel</i>
	1.6 Budget Unit to determine fund cluster, countersign the PR and forward to the Office of the University President for approval	NONE	1 day	<i>Budget Officer</i>
	1.7 President approve the PR	NONE	1 day	<i>University President/ Authorized Representative</i>
	1.8 OP forward approved PR to PSMU	NONE	1 day	<i>OP Personnel</i>
	1.9 Return PR to ORO and submit one (1) copy to PMU	NONE	10 minutes	<i>PSMU Personnel</i>
TOTAL		NONE	5 Days, 35 Minutes (may vary depending on	



			the number of requests to be approved)	
REQUISITION ON MEALS/SNACKS/TOKENS				
1. Fill out the Requisition and Issue Slip and attach approved PPMP and forward the RIS for notation.	1.1 Indicate notation on the RIS for acceptance. If services could not provide, attach certification.	NONE	5-10 minutes	<i>Catering Services/RRTC/FPC/E-Bamboo In-Charge</i>
2. Forward the RIS with notation to the PSMU.	2.1 Validate the RIS if in accordance in ORO's approved PPMP. If not included, return RIS to ORO for supplemental preparation. If included, prepare Purchase Request (PR).	NONE	10 minutes	<i>PSMU Personnel</i>
	2.2 Submit PR to the Budgeting Unit.	NONE	5 minutes	<i>PSMU Personnel</i>
	2.3 Budget Unit to determine fund cluster, countersign the PR and forward to the Office of the University President (OP) for approval.	NONE	1 day	<i>Budget Officer</i>
	2.4 President approve PR to PSMU	NONE	1 day	<i>University President/ Authorized Representative</i>
	2.5 OP forward approved PR to PSMU	NONE	1 day	<i>OP Personnel</i>
	2.6 Return PR to ORO and submit one (1) copy to Catering services for meals/snacks and/or	NONE	10 minutes	<i>PSMU Personnel</i>



	RRTC/FPC/E-Bamboo for tokens.			
TOTAL		NONE	3 Days, 35 Minutes (may vary depending on the number of requests to be approved)	
REQUISITION ON GASOLINE/DIESEL				
1. Fill out the Requisition and Issue Slip and attach approved PPMP.	1.1 Advise ORO to seek assistance from Procurement Management Unit (PMU) for pricing and quotation.	NONE	1-3 days	PSMU Personnel/ PMU Personnel
2. Forward the RIS with quotation to the PSMU.	2.1 Review and verify if request is included in ORO's approved PPMP. If not, return RIS to ORO for supplemental preparation. If included, prepare PR.	NONE	10 minutes	PSMU Personnel
	2.2 Submit PR to the Budgeting Unit.	NONE	5 minutes	PSMU Personnel
	2.3 Budget Unit to determine fund cluster, countersign the PR and forward to the Office of the University President (OP) for approval.	NONE	1 day	Budget Officer
	2.4 President approve PR to PSMU	NONE	1 day	University President/ Authorized Representative
	2.5 OP forward approved PR to PSMU	NONE	1 day	OP Personnel
	2.6 Return PR to ORO and submit	NONE	10 minutes	PSMU Personnel



	one (1) copy to PMU			
TOTAL		NONE	6 Days, 25 Minutes (may vary depending on the number of requests to be approved)	



FINANCIAL MANAGEMENT SERVICES

EXTERNAL SERVICES



1. ISSUANCE OF ORDER OF PAYMENT

This service allows the issuance of order of payment with due verification of the validity of collections prior actual collection of the cashiering and treasury office.

Office or Division:	Financial Management Services			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students, Parents, Guardians, Employees, Benefactor, Concessionaires			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Billing		NONE		
Liquidation Report		NONE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. <i>Clients to present the billing, liquidation report or any appropriate documents supporting the issuance of order of payment</i>	1.1 Review and verify the supporting documents 1.2 If accepted, accomplish, sign and issue the Order of Payment to the client 1.3 If not accepted, notation shall be provided in the face of the document	NONE	2-10 minutes	<i>In-Charge, Billing and Receivables Unit Financial Management Services</i>
2. <i>Client to receive the Order of Payment</i>				
TOTAL		NONE	10 Minutes	

2. RELEASING OF CASH PAYMENTS

This service allows the proper issuance and disbursement of cash payments after proper processing and pre-auditing of Disbursement Vouchers and its supporting documents.

Office or Division:	Financial Management Services-Cashier and Treasury Unit			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students, Parents, Guardians and other creditors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card		NONE		
Authorization Letter		NONE		
Other receipts to be issued		NONE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request the Disbursing Officer for the release of cash and present valid ID. <i>(In case of representative, authorization letter and ID of claimant and representative are required)</i>	1.1 Validates ID of Claimant, <i>(ID's of the claimant and representative and authorization letter in case of representative)</i>	NONE	30 seconds to 1 minute (per transaction)	Disbursing Officer/ Authorized representative Financial Management Services
2. Sign the payroll	2.1 Ensures that the payroll had been properly signed opposite the claimant's name 2.2 Disburse the money claims	NONE	5-10 seconds (per transaction) 1 – 2 minutes (per transaction)	Disbursing Officer/ Authorized representative Financial Management Services
3. Count the money before leaving the counter	3.1 Marks the payroll opposite his/her name, "paid" and write the date of claiming	NONE	1-2 minutes (per transaction)	Disbursing Officer/ Authorized representative Financial Management Services
TOTAL		NONE	5 Minutes, 10 Seconds	

3. ISSUANCE OF CHECK PAYMENTS

This service allows the proper issuance and disbursement of cash payments after proper processing and pre-auditing of Disbursement Vouchers and its supporting documents.

Office or Division:	Financial Management Services-Cashier and Treasury Unit			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students, Parents, Guardians and other creditors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card		NONE		
Authorization Letter		NONE		
Other receipts to be issued		NONE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request the Disbursing Officer for the release of check and present valid ID <i>(In case of representative, authorization letter and ID of claimant and representative are required)</i>	1.1 Validates ID of Claimant, <i>(ID's of the claimant and representative and authorization letter in case of representative)</i>	NONE	1-2 minutes (per transaction)	<i>Disbursing Officer/ Authorized representative Financial Management Services</i>
2. Sign the Disbursement Voucher <i>(received by)</i> and Issue the corresponding official receipt.	2.1 Releases check and issues client's copy of disbursement voucher and BIR forms <i>(2306 & 2307)</i> 2.2 Receives the official receipt and attach to the documents	NONE	2-5 minutes (per transaction)	<i>Disbursing Officer/ Authorized representative Financial Management Services</i>
TOTAL		NONE	7 Minutes	



4. COLLECTION OF SCHOOL FEES

This service allows the proper collection of school fees during the school year.

Office or Division:	Financial Management Services-Cashier and Treasury Unit			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students, Parents, Guardians, Employees, Benefactors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card or Certificate of Registration		Tarlac Agricultural University-Admission and Registration Services		
Billing		Tarlac Agricultural University-Accounting Office		
Order of Payment		Tarlac Agricultural University-Accounting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Pre-Assessment Form <i>(during Enrollment)</i> ID or Certificate of Registration <i>(for the payment of outstanding balance)</i>	1.1 Verifies ID and reviews assessment based on the Enrollment System	NONE	2 - 5 minutes <i>(under normal condition)</i>	<i>Collecting Officer/ Authorized Representative Financial Management Services</i>
2. Pay/issue checks/proof of payment	2.1 Issues the corresponding official receipt	NONE	2 - 5 minutes <i>(under normal condition)</i>	<i>Collecting Officer/ Authorized Representative Financial Management Services</i>
TOTAL		NONE	10 Minutes	



5. COLLECTION OF DOCUMENT FEES

This service allows the proper collection of document fees during the fiscal year.

Office or Division:	Financial Management Services-Cashier and Treasury Unit			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students, Parents, Guardians, Employees and other creditors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Identification Card or Certificate of Registration		Tarlac Agricultural University-Admission and Registration Services		
Billing		Tarlac Agricultural University-Accounting Office		
Order of Payment		Tarlac Agricultural University-Accounting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present billing/order of payment from the issuing office	1.1 Review billing /order of payment and verifies account in the Enrollment System	NONE	2 - 5 minutes (under normal condition)	<i>Collecting Officer/ Authorized Representative Financial Management Services</i>
2. Pay/issue checks/proof of payment	2.1 Issues the corresponding official receipt 2.2 Instruct the client to present the OR to the issuing office for the release of the requested document	NONE	2 - 5 minutes (under normal condition)	<i>Collecting Officer/ Authorized Representative Financial Management Services</i>
TOTAL		NONE	10 Minutes	



6. COLLECTION OF RENTAL FEES AND OTHER SCHOOL FEES

This service allows the proper collection of rental and other school fees during the school year.

Office or Division:		Financial Management Services-Cashier and Treasury Unit		
Classification:		Simple		
Type of Transaction:		G2C		
Who may avail:		Students, Parents, Guardians, Employees and other creditors		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Billing		Tarlac Agricultural University-Accounting Office		
Order of Payment		Tarlac Agricultural University-Accounting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present order of payment issued by the Accounting Office	1.1 Verifies and review billing/order of payment	NONE	1-2 minutes	<i>Collecting Officer/ Authorized Representative Financial Management Services</i>
2. Pay/ issue checks/proof of payment	2.1 Issues the corresponding official receipt Instruct the: 2.2 Stall lessees to proceed to the Accounting Office for the posting of official receipt 2.3 Students present the OR to the Supply Office for the release of School uniforms. 2.4 Payor to present the OR to the CBP Office to claim the gate pass sticker (for payment of gate pass sticker). 2.5 Payor to present the OR to the Office	NONE	2 - 5 minutes	<i>Collecting Officer/ Authorized Representative Financial Management Services</i>



	of the BAC Secretariat to claim the bidding documents.			
TOTAL		NONE	7 Minutes	



FINANCIAL MANAGEMENT SERVICES

INTERNAL SERVICES



1. CERTIFICATION OF THE AVAILABILITY OF FUNDS (CAF)

This service allows the proper review, checking and issuance of the availability of Funds for the purposes of government transactions/payments.

Office or Division:	FS – Accounting Office			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Originating/ Requesting Offices (ORO)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for Certification on the Availability of Funds, authenticated approved APP or equivalent for Goods, Infrastructure Projects and Consultancy Services and Certification of Non-earmarked/ Non-appropriation of Budget for hiring of Faculty (plantilla)		Accounting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. ORO to submit the request for CAF with the required attachments to the Accounting Office	1.1 The FMS-DCO shall evaluate the completeness of the required documents	NONE	1 day	Receiving Staff – Accounting Office
	1.2 If materially complete, receive and record to the incoming logbook or equivalent			Chief of the Accounting Office
	1.3 If incomplete, deny the requests and instruct the ORO to attach the needed document(s)			
	1.4 Verify the Fund Availability (Budget, Cash and Operational Priorities)			
	1.5 If with Fund Availability, sign/issue Certification of the Availability of Funds		1 day	Chief of the Accounting Office



	1.6 If no fund is available, notation under the name of the Chief of the Accounting Office shall be provided. 1.7 The releasing staff in the Accounting Office shall forward the documents to the: a. Office of the President or authorized representative for Approval of request with CAF. b. ORO for information of request with proper notations.		1 day	Releasing Staff – Accounting Office
TOTAL		NONE	3 Working Days	



2. PROCESSING OF PAYMENT FOR MONEY CLAIMS

This service allows the proper review, pre-auditing, and certification of all disbursement vouchers and its supporting documents for the purpose of government transactions/payments in accordance with applicable laws and regulations issued by the government and overseeing agencies.

Office or Division:	Financial Services			
Classification:	Complex/Highly Technical Transactions			
Type of Transaction:	G2G			
Who may avail:	Originating/ Requesting Offices (ORO)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Disbursement Voucher, Obligation Requests and Status/ Utilization Requests and Status, required supporting documents (COA Circular No. 2012-001)		Accounting Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. ORO to submit DV, ORS/URS with complete supporting documents to the Receiving Staff – Budgeting Office	1.1 Receives the ORS, duly signed by the Head of the Requesting Office, including copies of DV/Payroll, Contract/Purchase Order (PO) and other SDs from office/personnel concerned. Verifies completeness of the documents. If complete, records the same in the logbook maintained for the purpose and forwards the documents to the Budget Staff for processing. If incomplete, returns the documents to the Requesting Office for completion	NONE	5-10 minutes	<i>Receiving Staff – Budgeting Office</i>
	1.2 Receives the ORS and its SDs		5 – 10 minutes	Budget Staff

	from the Staff concerned. Verifies availability of allotment based on the appropriate RAOD. If allotment is not available, return the documents to the office/personnel concerned. 1.3 If allotment is available, assign a number on the ORS based on the Control Logbook maintained for the purpose. Records the amount obligated based on the ORS in the 'Obligation' column of the RAOD. Initials in Section B of the ORS and forward all copies of the documents to the Head of the Budget Division/Unit for signature. 1.4 Reviews the ORS and SDs. If in order, sign the certification in Section B of the ORS. Forwards the ORS and SDs to the Budget Staff. 1.5 Forwards the ORS and SDs to the Accounting Division/Unit for processing of the claim. Retains original copy of the ORS for maintenance/monitoring of obligation status.		5-10 minutes 5-10 minutes 1-3 minutes (<i>releasing is done in two (2) batches per day</i>)	Budget Staff Chief of the Budgeting Office Designated Releasing Staff – Budgeting office
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	1.6 Receives Copies 1-4 of DV, SDs and Copies 2-3 of ORS from the Budget Division/Unit. Checks completeness of SDs based on the checklist. If incomplete, returns to the party concerned for compliance. If complete, stamps "Received" and indicates date of receipt and initials on the stamped "Received" portion of the DV. Note 2 – Copy 1 of the ORS shall be retained by the Budget Unit which shall serve as the subsidiary ledger of obligations.		5-10 minutes	Designated Receiving Staff – Accounting Office
	1.7 Assigns DV number and records in the logbook the DV number and date, creditor/payee, particular and amount. Forwards Copies 1-4 of DV, SDs and Copies 2-3 of ORS to the designated Staff for processing.		3-5 minutes	Designated Receiving Staff – Accounting Office
	1.8 Receives Copies 1-4 of DV, SDs and Copies 2-3 of ORS from the Receiving/Releasing Staff. Reviews DV for completeness and propriety of SDs.		5-10 minutes	Designated Bookkeeper
	1.9 Retrieves Index of Payments (IoP) (Appendix 38) from		1-3 minutes	Designated Bookkeeper

	file and determines if claim is in order. If with prior payment on the same claim, returns the DV, SDs and ORS informing the requesting office/party of prior payment made. If in order, verifies ORS against DV. If the amounts in the ORS and DV are the same, records the following in the IP: DV date and number, particulars and amount and proceed to Activity No. 9. For first-time claimants, prepares IP and records the name, address, employee number and/or TIN, DV date, particulars and amount. If the amounts in the ORS and DV differ, prepare NORSA in three copies and sign the "Prepared by" portion. Forwards Copies 1-3 of NORSA, Copies 1-4 of DV, Copies 2-3 of ORS and SDs to the Head of Accounting Division/Unit for approval of the NORSA. 1.10 Signs the "Approved by" portion of the NORSA. 1.11 Records in the logbook the return of Copies 1-3 of NORSA, Copies 1-4 of DV, Copies 2-3 of ORS and SDs to the			
			3-5 minutes	Chief of Accounting Office
			3-5 minutes	Designated Releasing Staff – Accounting Office

	Budget Unit for correction of obligation. 1.12 Posts the NORSA in the 'Obligation' column of Section C of the ORS. If the original amount is lesser than the actual obligation, a positive entry corresponding to additional obligation shall be recorded in the RAOD based on the NORSA. If the original obligation is greater, a negative entry representing the excess shall be recorded in the RAOD. Returns Copies 2-3 of NORSA, Copies 1-4 of DV, Copies 2-3 of ORS and SDs to the Accounting Division/Unit for processing. Files Copy 2 of NORSA together with the original copy of the ORS.		3-5 minutes	Designated Budgeting Staff
	1.13 Initials in Box B of DV and forwards Copies 1-4 of DV and SDs, Copies 2-3 of ORS to the Head of Accounting Division/Unit/Authorized Officer for review. Note 5 – In case there is NORSA attached to the DV, it shall be included among the SDs of the DV.		3-5 minutes	Designated Bookkeeper
	1.14 Retrieves the RANCA/RANTA from file and		3-5 minutes	Chief of Accounting Office

	determines availability of NCA. If NCA is sufficient to cover the disbursement, records in the RANCA/RANTA the DV date and number, and amount under the 'Utilized' column and indicates NCA balance. Otherwise, notes that cash is not yet available and returns the DV and SDs to the Designated Staff for safekeeping.			
	1.14 Check the "Cash available" portion in Box B of the DV.		1-3 minutes	Chief of Accounting Office
	1.15 Reviews DV and SDs. Signs Box B of DV. Forwards the documents to the Receiving/Releasing Staff.		1-3 minutes	Chief of Accounting Office
	1.16 Records in the logbook the release of Copies 1-4 of DV and SDs and Copies 2-3 of ORS to the Head of Agency or Authorized Representative for approval of the DV.		3-5 minutes (releasing is done in two (2) batches.	Designated Releasing Staff – Accounting Office
	1.17 Receives Copies 1-4 of DV, SDs and Copies 2-3 of ORS and records in the logbook the date of receipt. Forwards the set of documents to the Approving Officer for review and approval.		1-3 minutes	Designated Receiving Staff – Office of the President or authorized representative

	1.18 Reviews DV and signs in Box C “Approved for Payment” portion. Forwards Copies 1-4 of DV, Copies 2-3 of the ORS and SDs.		1-2 days	University President or authorized representative
	1.19 Records in the logbook the approved DV and all SDs and forwards the documents to the Cash/Treasury Unit.		1-3 minutes (releasing is done in two (2) batches.	Designated Releasing Staff – Office of the President or authorized representative
	1.20 Receives Copies 1-4 of approved DV, Copies 2-3 of ORS and SDs. Records in the logbook the date of receipt, DV number, payee, particulars and amount.		1-3 minutes	Designated Receiving Staff – Cashier and Treasury Unit
	1.21 Checks completeness of signatories on the DV. Prepare to check in three copies.		3-5 minutes	Disbursing Officer
	1.22 Retrieves from file the CkADADRec maintained per bank account and records the date, check number, name of payee, nature of payment and amount of the DV and indicates the new balance of the NCA/bank account. Forwards Copies 1-3 of check, Copies 1-4 of DV, Copies 2-3 of ORS and SDs to the Cashier/Head of Cash/Treasury		3-5 minutes	Disbursing Officer

	Unit for review and signature.			
	1.23 Verifies completeness of signature on the DV. Reviews the amount of the check against the DV and SDs. Signs the check.		3-5 minutes	Chief of Cashier and Treasury Unit
	1.24 Records in the logbook the date of submission to the approving authority of Copies 1-3 of check, Copies 1-4 of DV, Copies 2-3 of ORS and SDs.		1-3 minutes (releasing is done in two (2) batches.	Designated Releasing Staff – Cashier and Treasury Unit
	1.25 Records in the logbook the date of receipt of Copies 1-3 of check, Copies 1-4 of DV, Copies 2-3 of ORS and SDs. Forwards the set of documents to the Authorized Countersigning Official.		1-3 minutes	Designated Receiving Staff – Office of the President or authorized representative
	1.26 Countersigns the check. Forwards Copies 1-3 of check, Copies 1-4 of DV, Copies 2-3 of ORS and SDs to the Receiving/Releasing Staff for return to the Cashier/Head of Cash/Treasury Unit.		1-2 days	University President or Authorized Representative
	1.27 Receives Copies 1-3 of check, Copies 1-4 of DV, Copy 2- 3 of ORS and SDs and checks completeness of signatures in the check. Retrieves the CkADADRec and notes the return of the signed and		3-5 minutes	Chief of Cashier and Treasury Unit

	countersigned check. 1.28 Releases the original check and Copy 4 of DV to the payee. Attaches OR/Invoice issued by payee/claimant, if any on Copy 1 of DV and requires payee/claimant to sign on Box D of the DV and the Check Registry/Logbook. Files temporarily Copies 2-3 of check, Copies 1-3 of DV, Copies 2-3 of ORS and SDs for preparation of reports. Posts in the 'Date Released' column of the CkADADRec the date of release of the check to the claimant.		1-5 minutes	Disbursing Officer
TOTAL		NONE	4 Working Days, 2 Hours, 27 Minutes	

3. PROCESSING OF LIQUIDATION REPORTS

This service allows the proper review, pre-auditing and recording of Liquidation Reports of Accountable Officers for the purposes of government transactions/payments, in accordance with applicable rules and regulations.

Office or Division:	Financial Management Services			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Accountable Officer			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Liquidation Report		NONE		
Disbursement Voucher		NONE		
Other supporting documents		NONE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. ORO/ AO shall submit the duly accomplished Liquidation Report and complete supporting documents to the FMS-DCO	1.1 The FMS-DCO shall evaluate the completeness of the required documents	NONE	2-5 minutes	<i>In-Charge, FMS-DCO Financial Management Services</i>
	1.2 If incomplete, deny the requests and instruct the ORO to attach the needed document(s)			
	1.3 If materially complete, receive and record to the incoming logbook or equivalent			
	1.4 Submit to the Accounting Office for processing			
	1.5 Review the completeness and veracity of documents and sign on the Box C and prepare the Journal Entry. If found not in order return to the FMS-DCO with		10-30 minutes	<i>Chief of the Accounting Office Financial Management Services</i>



	notation for compliance by the ORO/AO 1.6 Review the completeness of the documents including the presence of a Journal Entry, records it in the Accounting Books of Accounts		30 minutes	<i>Bookkeeper Financial Management Services</i>
2. Received the signed copy of the LR	2.1 Records the release of the LR		2-5 minutes (under normal condition)	<i>In-Charge, FMS-DCO Financial Management Services</i>
TOTAL		NONE	1 Hour, 10 Minutes	



4. PAYMENT OF SALARIES/ GRANT THROUGH PAYROLL CREDIT SYSTEM VALIDATION

This service allows the proper review, checking and issuance of salaries/grant through payroll credit system validation in accordance with applicable government systems, rules and regulations.

Office or Division:	Financial Management Services-Cashier and Treasury Unit			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Employees, Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Liquidation Report		NONE		
Disbursement Voucher		NONE		
Other supporting documents		NONE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Salary/ Grant/ Reimbursements	1.1 Prepares Payroll Register through Financial Data Entry System (Findes) based on the duly approved payment documents (General Payroll, Disbursement Vouchers	NONE	1 day	<i>Disbursing Officer/ Authorized representative Financial Management Services</i>
	1.2 Upload the required payroll file format through the Land Bank WeAccess Institutional Internet Banking to credit employees' accounts		1 day	<i>Chief-Cashier and Treasury Unit/ Authorized representative Financial Management Services</i>
	1.3 Approve ATM Payroll Instruction through the Land Bank WeAccess Institutional Internet Banking			University President or Authorized Representative
TOTAL		NONE	2 Working Days	



GENERAL SERVICES

Internal Services

1. REQUEST FOR JOB SERVICES (WORKFORCE ONLY)

Rendering of trade (skills) and non-trade services on the maintenance and repair of buildings and infrastructures including electrical power and sound systems, water and sewerage systems.

Office or Division:	General Services			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Bona fide students and employees of Tarlac Agricultural University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Maintenance and Repair Service Request Form		Tarlac Agricultural University-General Services		
Service Requisition Form		Tarlac Agricultural University-General Services		
Client Feedback Form		Tarlac Agricultural University-General Services		
Request Letter		NONE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Request Form or prepare a Request Letter	1.1 Receive request letter/ request form and affix signature if approved.	NONE	5 minutes	<i>GSO Office staff/ Director/ University President (if necessary)</i>
	1.2 Conduct site inspection to assess the nature and scope of work.	NONE	30 minutes	<i>General Services Staff</i>
	1.3 Validate the request, schedule and issue Service Job Requisition to the assigned staff.	NONE	10 minutes	<i>Director of General Services</i>
	1.4 Render job services.	NONE	At least one day (depending on the nature of work)	<i>General Services Staff</i>



0. Sign the certification of job/service completion in the Service Requisition Form and fill up Customer Feedback Form	2.1 Receive and keep the filled-up Service Requisition Form and Customer Feedback Form.	NONE	5 minutes	GSO Office staff
TOTAL		NONE	1 Day, 50 Minutes (depending on the nature of work)	

2. REQUEST FOR WORKFORCE AND BILL OF MATERIALS

Rendering of professional and trade (skills) services on the maintenance and repair of buildings and infrastructures including electrical power and sound systems, water and sewerage systems.

Office or Division:	General Services			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Bona fide students and employees of Tarlac Agricultural University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Maintenance and Repair Service Request Form		Tarlac Agricultural University-General Services		
Service Requisition Form		Tarlac Agricultural University-General Services		
Client Feedback Form		Tarlac Agricultural University-General Services		
Request Letter		NONE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up Request Form or prepare a Request Letter	1.1 Receive request letter/ request form and affix signature if approved.	NONE	5 minutes	GSO Office staff/ Director/ University President (if necessary)
	1.2 Conduct site inspection to assess the nature and scope of work.	NONE	30 minutes	General Services Staff
	1.3 Validate the request.	NONE	5 minutes	Director of General Services
	1.4 Prepare Bill of Materials and canvass prices from potential suppliers	NONE	At least 1 day depending on the availability of needed materials in the local suppliers	General Services Director and staff with

	1.5 Prepare Purchase Request and other necessary documents for the procurement of the materials needed 1.6 Upon the delivery and issuance of the requested materials, schedule and issue Service Job Requisition to the assigned staff. 1.7 Render job services	NONE NONE NONE	5 minutes 10 minutes At least one day (depending on the nature of work)	<i>Procurement Office</i> <i>General Services Director and staff with Procurement Office and BAC</i> <i>Director of General Services</i> <i>General Services Staff</i>
2. Sign the certification of job/service completion in the Service Requisition Form and fill up Customer Feedback Form	2.1 Receive and keep the filled-up Service Requisition Form and Customer Feedback Form	NONE	5 minutes	<i>GSO Office staff</i>
TOTAL		NONE	2 Days, 1 Hour (depending on the nature of work)	



BUSINESS AND AUXILIARY SERVICES

EXTERNAL SERVICES



1. APPLICATION AND ISSUANCE OF VEHICLE GATE PASS STICKER

This service allows the clients to request for the issuance of gate pass stickers for vehicles entering the campus for security and traceability.

Office or Division:	BUSINESS AND AUXILIARY SERVICES			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students, Employees, Tricycle Drivers/Operators, and Stakeholders of Tarlac Agricultural University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for Vehicle Gatepass Form (TAU-BAS-QF-20)		Business and Auxiliary Services Office or download at https://docs.google.com/document/d/1qOkE-ILy_jeYk-InWO5753_7f9IAjsmm/edit?usp=sharing&ouid=108919022813089957974&rtpof=true&sd=true		
1x1 Picture Photocopies of updated documents: Certificate of Registration (CR) Official Receipt (OR) Driver's license of the vehicle owner and or his/her authorized driver Mayor's Permit <i>*for tricycle drivers only</i> Certificate of Registration (COR) <i>*for students only</i> Photocopy of Student ID <i>*for students only</i> . Notarized Deed of Sale <i>*if the vehicle is not yet transferred to the requestor</i> Authorization to Use the Vehicle <i>*if the vehicle is not owned by the requestor/ driver of the vehicle</i> <i>*note: if a vehicle will be used other than the owner of the vehicle, a copy of the drivers license per driver is required.</i>		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the accomplished Application for Vehicle Gatepass	1.1 Provides Vehicle Gatepass Form.	NONE	5 minutes	BAS Staff



2. Form together with the documentary requirements.	2.1 Receives and review submitted documents. 2.2 Assigns fees to be paid in the form.			
3. Attendance to brief orientation of campus traffic rules.	3.1 Orients client on campus traffic rules.	NONE	5 minutes	<i>Security Officer In-Charge</i>
4. Present the form and request for order of payment.	4.1 Checks the application form and issue order of payment.	NONE	5 minutes	<i>Accounting Office</i>
5. Pay to the Cashier's Office.	5.1 Receives the payment and issues receipt.	See schedule of fees below	5 minutes	<i>Cashier and Treasury Unit</i>
6. Claim the vehicle gatepass sticker.	6.1 Checks the official receipt and releases the gatepass sticker. 6.2 Records application in the logbook/ database and filing of documents	NONE	5 minutes	<i>BAS Staff</i>
TOTAL		Depending on the type of client and the number of vehicles to be registered.	25 Minutes	

Schedule of Fees			
Applicant Classification	Vehicle Classification		
	Motorcycle	Tricycle	4 or more Wheeled Vehicle
Student	Php 25.00	Php 50.00	Php 75.00
Employee	Php 50.00	Php 75.00	Php 100.00
Tricycle Driver/ Operator	-	Php 100.00	-
Other stakeholder	Php 75.00	Php 125.00	Php 150.00



2. PURCHASING OF TAU MERCHANDISE

This service allows the clients in purchasing TAU merchandise.

Office or Division:	BUSINESS AND AUXILIARY SERVICES			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	TAU Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payment Slip (TAU-BAS-QF-38)		Business and Auxiliary Services Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request to purchase TAU merchandise.	1.1 Checks the availability of the merchandise. 1.2 Issues payment slip.	NONE	5 minutes	<i>BAS Staff</i>
2. Present the payment slip and request for order of payment.	2.1 Checks the details of the request and issue order of payment.	NONE	5 minutes	<i>Accounting Office</i>
3. Pay to the Cashier's Office.	3.1 Receives the payment and issues receipt.	See schedule pricelist of TAU merchandise below	5 minutes	<i>Cashier and Treasury Unit</i>
4. Claim the TAU merchandise and fill-out the claiming logsheet (TAU-BAS-QF-39).	4.1 Checks the official receipt and releases the purchased merchandise. 4.2 Records the daily sales in the Inventory Form (TAU-BAS-QF-02). 4.3 Consolidates the monthly sales and inventory in the Report of Products Sold/ Released and	NONE	5 minutes	<i>BAS Staff</i>



	Inventory form (TAU-BAS-QF-37).			
TOTAL		Dependin g on the TAU merchandi se purchased .	20 Minutes	

TAU Merchandise	Price
Green Polo Shirt	460.00
SHS/College University Logo	55.00
JHS University Logo	50.00
ROTC Uniform (Polo Shirt)	450.00
CWTS Uniform	450.00
LTS Uniform	450.00
PE Uniform (grade 12 & 1 st year students)	600.00
PE Uniform (grade 11 & 2nd year students)	550.00



3. REQUEST FOR RENTAL OF UNIVERSITY FACILITIES AND FARM MACHINERIES/POST HARVEST FACILITY (FOR EXTERNAL CLIENTS)

This service allows the clients to request for the available facilities of the University for varied purposes.

Office or Division:	BUSINESS AND AUXILIARY SERVICES			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies G2G - Government to Government			
Who may avail:	Outside Clienteles, Employees and Students of Tarlac Agricultural University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Booking Form (TAU-BAS-QF-05) Memorandum of Agreement (MOA)		BAS Office		
For Alumnus Discount (Photocopy of Diploma/TOR) For Senior Citizen Discount (Photocopy of Senior Citizen I.D.) 50% Down payment (reservation fee)		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on the availability of facility	1.1 Provides Booking Form.	NONE	5 minutes	<i>Project In Charge BAS Staff</i>
2. Signing of Memorandum of Agreement	2.1 Confirmation of the availability of facility, farm machinery and post harvest facility. 2.2 Prepares the rental agreement and have it signed by the client.	NONE	5 minutes	<i>Project In Charge BAS Clerk</i>
3. Present contract and request for order of payment.	3.1 Checks the details of the contract and issue order of payment.	NONE	5 minutes	<i>Accounting Office</i>
4. Pay to the Cashier's Office.	4.1 Receives the payment and issues receipt.	at least 50% down payment	5 minutes	<i>Cashier and Treasury Unit</i>

5. Present receipt to the Business and Auxiliary Services Office	5.1 Orientation of house rules. 5.2 Facilitates the signing of the contract to other signatories	NONE	5 minutes	<i>Project In Charge BAS Clerk</i>
6. Utilization of facility	Prepares the facility for use	NONE	1 hour	<i>Project In Charge BAS Staff</i>
TOTAL		NONE	1 Hour, 25 Minutes	

Note: Alumnus/ employees may avail 10% discount and 20% discount for Senior Citizen.

Facility	Rate
G.O. Teodoro Multi-Purpose Center	
Multi-Purpose Center (GYM)	P25,000.00
Holding Area	P7,500.00
Sports Facilities	
Basketball court	P5,000.00
Volleyball court	P5,000.00
Tennis court	P5,000.00
Covered Court	P5,000.00
Sepak Takraw court	P5,000.00
Grandstand & Track & Field Athletic Oval	P25,000.00
Lagoon	P 5,000.00
Archery area (new)	P7,500.00
Continuing Education Center (CEC)	
Function/ Banquet Hall	P25,000.00
De luxe Suite	P2,500.00
Economy Room	P800.00
Farmers Training Center	
FTC Hall (OSITS)	P10,000.00
Agritourism Hostel	
Agritourism Hostel Function Hall	P15,000.00
Conference Room	P4,000.00
Dormitory Type room	P5,600.00
Bamboo Training Center	
Bamboo Training Center Function Hall	P 10,000.00

4. APPLICATION FOR STALL/SPACE RENTAL

This service allows the clients to apply for stall/space rental to operate business within the campus.

Office or Division:	BUSINESS AND AUXILIARY SERVICES			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies			
Who may avail:	Outside Clienteles, Employees and Students of Tarlac Agricultural University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Stall Rental Application Form (TAU-BAS-QF-06) Rental Agreement (TAU-BAS-QF-07)		BAS Office		
Photocopy of BIR Permit and Sanitary Permit		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on the availability of stall/space for rental/ BOT	1.1 Check the availability of stall/space for rent/BOT	NONE	5 minutes	<i>BAS Staff</i>
2. Fill-out the stall rental application form	2.1 If there is an available stall/space, the LSUAP clerk shall let the client fill out the stall rental application form, If none, notify the client.	NONE	5 minutes	<i>BAS Staff/ Project-in-charge</i>
3. Submission of Stall/Space Rental Application form	3.1 BAS Staff will notify the client regarding the status of his/her request not more than 5 working days	NONE	30 minutes	<i>BAS Staff</i>
	3.2 The Chief of rentals of facilities shall certify the availability of stall/space to be		1 working day	<i>Chief of Rentals</i>

	rented and assess the fees to be paid. 3.3 The Director for BAS and VP for Finance and Administration will assess the application and recommend for its approval. 3.4 The University President will have the discretion to approve / disapprove the application		1 working day 1 working day 1 working day	<i>BAS Director</i> <i>VP for Finance and Administration</i> <i>University President</i>
4. Submission of documentary requirements	4.1 If the application is approved, the LSUAP Clerk shall notify the applicant in the status of his application, and inform them about the documentary requirements to be submitted	NONE	1 Week	LSUAP / BAS Clerk
5. Signing of rental agreement.	5.1 Upon submission of the documentary requirements, the rental agreement shall be prepared for signing. 5.2 Provide the approved rental agreement to the client for notarization.	NONE	10 minutes 1 working day 1 working day 1 working day 1 working day 10 minutes	BAS Staff Chief of marketing and Rental Director of business and Auxiliary Services VP for Finance and Administration University President BAS Staff
6. Payment of initial deposit.	6.1 Instruct the client to pay initial deposit (equivalent to 1 month rent).	4,500.00	10 minutes 10 minutes	BAS Staff Cashiering and Treasury Office



7. Notarization of the approved rental agreement.	7.1 Receives the notarized rental agreement. 7.2 Furnishes 1 copy to the client, 1 copy to accounting unit and file copy.	NONE	3 working days	BAS Staff
TOTAL		4,500.00	18 Working Days, 1 hour and 20 minutes	



5. APPLICATION FOR RENEWAL OF STALL/SPACE RENTAL

This service allows the clients to renew the stall/space rental to operate business within the campus.

Office or Division:	BUSINESS AND AUXILIARY SERVICES			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen G2B - Government to Business Entity/ies			
Who may avail:	Outside Clienteles, Employees and Students of Tarlac Agricultural University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application for the Renewal of Rental Agreement (TAU-BAS-QF-10) Rental Agreement (TAU-BAS-QF-07)		BAS Office		
Photocopy of BIR Permit and Sanitary Permit		The client will provide		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submission of Application for the Renewal of Rental Agreement.	1.1 BAS Staff will notify the client regarding the status of his/her request not more than 5 working days	NONE	30 minutes	<i>BAS Staff</i>
	1.2 The Chief of rentals of facilities shall certify the availability of stall/space to be rented and assess the fees to be paid.		1 working day	<i>Chief of Rentals</i>
	1.3 The Director for BAS and VP for Finance and Administration will assess the application and recommend for its approval.		1 working day 1 working day	<i>BAS Director</i> <i>VP for Finance and Administration</i>
	1.4 The University President will have the discretion to		1 working day	<i>University President</i>



	approve / disapprove the application			
4. Submission of documentary requirements	4.1 If the application is approved, the BAS staff shall notify the applicant in the status of his application, and inform them about the documentary requirements to be submitted.	NONE	1 Week	LSUAP / BAS Clerk
5. Signing of rental agreement.	5.1 Upon submission of the documentary requirements, the rental agreement shall be prepared for signing. 5.2 Provide the approved rental agreement to the client for notarization.	NONE	10 minutes 1 working day 1 working day 1 working day 1 working day 10 minutes	BAS Staff Chief of marketing and Rental Director of business and Auxiliary Services VP for Finance and Administration University President BAS Staff
6. Payment of initial deposit.	6.1 Instruct the client to pay initial deposit (equivalent to 1 month rent).	4,500.00	10 minutes 10 minutes	BAS Staff Cashiering and Treasury Office
7. Notarization of the approved rental agreement.	6.1 Receives the notarized rental agreement. 6.2 Furnishes 1 copy to the client, 1 copy to accounting unit and file copy.	NONE	3 working days 1 hr 20 mins	BAS Staff
TOTAL		4,500.00	18 Working Days, 1 hour and 20 minutes	



BUSINESS AND AUXILIARY SERVICES

INTERNAL SERVICES



1. REQUEST OF UNIVERSITY FACILITY SUPPORT TO STUDENT/ RELATED ACTIVITIES

This service allows the clients to request University facilities for various academic and extracurricular activities.

Office or Division:	BUSINESS AND AUXILIARY SERVICES			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Students, Student Organizations, Colleges/ Departments/ Offices whos Primary Participants are Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
University Facility Support to Students Form (TAU-BAS-QF-28)		BAS Office or download at https://docs.google.com/document/d/1tNnD_-ObwYST84PI-xhdDn3rCSM2tx8K/edit?usp=sharing&ouid=108919022813089957974&rtpof=true&sd=true		
Approved Activity Proposal - <i>for student activities</i>		Office of VP for Student Affairs Services		
Approved Training Proposal - <i>for college/ dept/ office/ activities</i>		Department of Extension and Training		
External Communications		With notation from the University President		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on the availability of facility	1.1 Provides University Facility Support to Students Form. 1.2 Confirmation of the availability of facility.	NONE	5 minutes	<i>Project In Charge BAS Staff</i>
2. Submit accomplished request for facility support to students form	2.1 Certifies the availability of the facility. 2.2 Books the facility for the event. 2.3 Recommends for Approval.	NONE	10 minutes 10 minutes 1 day	<i>Chief of Rentals of Facilities Project-in-Charge Director for Business and Auxiliary Services</i>



	2.4 Approves the request.		1 day 1 day	<i>VP for Finance and Administration</i> <i>University President</i>
3. Preparation/ decoration of the facility.	3.1 Cleaning of the facility before the event.	NONE	2 hours	<i>BAS Staff</i>
4. Utilization of facility	4.1 If the requestor are students/ student organization, check if the requestor have cleaned the venue after the event. 4.2 If the requestor colleges/department s/ offices, cleaning of the facility after the event.	NONE	2 hours	<i>Project In Charge</i> <i>BAS Staff</i>
TOTAL		NONE	3 days, 4 hours and 25 minutes	

2. REQUEST FOR THE USE OF UNIVERSITY FACILITIES (FOR INTERNAL CLIENTS)

This service allows the clients to request University facilities for official functions of the colleges/ departments/ offices/ units.

Office or Division:	BUSINESS AND AUXILIARY SERVICES			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Colleges/ Departments/ Offices conducting internal events (which does not include student-participants e.g. training)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request for the Use of University Facility Form (TAU-BAS-QF-21)		BAS Office or download at https://docs.google.com/document/d/1ec_yXJMS3OB680FwCiEdmKms5Q4MZIUd/edit?usp=sharing&ouid=108919022813089957974&rtpof=true&sd=true		
Approved Training Proposal or External Communications with notation from the University President		Department of Extension and Training Office of the University President		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire on the availability of facility	1.1 Provides Request for the Use of University Facility Form. 1.2 Confirmation of the availability of facility.	NONE	5 minutes	<i>Project In Charge BAS Staff</i>
2. Submit an accomplished request for the use of university facility for together with the documentary requirements.	2.1 Certifies the availability of the facility.	NONE	10 minutes	<i>Chief of Rentals of Facilities</i>
	2.2 Books the facility for the event.		10 minutes	<i>Project-in-Charge</i>
	2.3 Recommends for Approval		1 day	<i>Director for Business and Auxiliary Services</i>



	2.4 Approves the request.		1 day 1 day	<i>VP for Finance and Administration</i> <i>University President</i>
3. Preparation/ decoration of the facility.	3.1 Cleaning of the facility before the event.	NONE	2 hours	<i>BAS Staff</i>
4. Utilization of facility	4.1 Cleaning of the facility after the event.	NONE	2 hours	<i>Project In Charge</i> <i>BAS Staff</i>
TOTAL		NONE	3 days, 4 hours and 25 minutes	

3. MARKETING AND SALE OF TAU PRODUCTS

This service allows products of various production projects to be marketed to stakeholders.

Office or Division:	BUSINESS AND AUXILIARY SERVICES			
Classification:	Simple			
Type of Transaction:	G2C - Government to Citizen			
Who may avail:	Project's In Charge			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice of Available Products for Sale with RIS (TAU-BAS-QF-01) Weekly Inventory of Products for Sale (TAU-BAS-QF-02)		Marketing Unit		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out the Notice of Available Products for Sale with RIS and submit it to the BAS Office/Marketing Unit at least 7 days before its intended harvest/sale	1.1 Consolidate the submitted Notice of Available Products for Sale with RIS Part 1 of all PIC's in the Weekly Inventory of Products for Sale. 1.2 The Marketing Unit then notify the customers about the products for sale and the date of availability and begin taking orders from clients. 1.3 Fill-out the Notice of Available Products for Sale with RIS Part 2 and request all orders to PIC's	NONE	10 minutes	PIC's Marketing Unit
2. Turnover of ordered products to the Marketing Unit	2.1 The Marketing Unit shall deliver goods/products to the intended customers who placed their order.	Payment of goods/products	10 minutes	PIC's Marketing Unit
TOTAL		NONE	20 Minutes	



CURRICULUM AND INSTRUCTION

Internal Services



1. SYLLABUS SUBMISSION, REVIEW AND APPROVAL PROCEDURE

This procedure covers the submission, review and approval of syllabus prepared by the faculty members

Office or Division:	Office of Curriculum and Instruction		
Classification:	Highly Technical		
Type of Transaction:	G2C		
Who may avail:	Faculty of Tarlac Agricultural University		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
NONE		NONE	
PROCEDURE	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The Director of Curriculum and Instruction issues a memo on the schedule of submission.	None	1 hour	Director of Curriculum and Instruction (DCI)
2. The faculty prepares the course syllabus form (TAU-OCI QF-01) and submits to the syllabus review committee	None	1- 2 weeks	Faculty
3. The syllabus review committee receives and reviews the course syllabus using the syllabus review form (TAU-OCI QF2-02)	None	1 week	Syllabus Review Committee
4. The syllabus review committee returns the syllabus to concerned faculty if there are necessary integrations to be done. The faculty resubmits the syllabus upon integration submission.	None	1 day	Syllabus Review Committee
5. Once the syllabus review committee signed the syllabus, the chair of the curriculum committee shall compile all syllabi and prepare the report sheet on syllabus submission (TAU-OCI QF-03) indicating therein the name of faculty member, number and title of preparations, number of submitted syllabi, and remarks.	None	1 day	Curriculum Committee Chairperson

He/she submits the compilation of course syllabi and the report to the college dean.			
6. The college dean notes the report sheet on syllabus submission and submits it together with the compilation of syllabi to the Director of Curriculum and Instruction.	None	1 day	College Dean
7. The Director of Curriculum and Instruction (DCI) facilitates the submitted syllabi for completion. Once signed, The DCI submits the syllabi to the Vice President for Academic Affairs (VPAA). Otherwise, these are returned to the faculty concerned for appropriate action.	None	3 hours	Director of Curriculum and Instruction (DCI)
8. The Vice President for Academic Affairs (VPAA) approves and disapproves the course syllabi for classroom use. If no further corrections are needed, the copies of the approved syllabi are returned to the colleges for implementation; otherwise, faculty revises syllabus integrating necessary revisions.	None	1 day	Vice President for Academic Affairs (VPAA)
9. The approved syllabi will be returned to the colleges.	None	3 hours	
TOTAL	None	19 days, 7 hours (depending on the volume of documents received)	



2. CONDUCT OF THE UNDERGRADUATE THESIS AND CAPSTONE PROJECT

This procedure provides guidance to faculty and students of the College of Engineering and Technology on the steps in conducting undergraduate thesis for students, and advising for faculty.

Office or Division:	College of Engineering and Technology			
Classification:	Highly Technical			
Type of Transaction:	G2C			
Who may avail:	Students of College of Engineering and Technology			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Department Level Committee Members Composition and Undergraduate Thesis/Capstone Title Approval				
	Assignment of Advisory Committee	None	None	Faculty in-charge
1. Propose Study Title for Approval	1.1 The chairman and the panel members will confer with the student and decide his/her study. This will be subject for approval.	None	None	Students of College of Engineering and Technology Faculty in-charge Student Advisory Committee
2. After the approval of the proposed titles of study by the Advisory Committee, Log in the Thesis Monitoring Form (TAU-CET-QF-14). If not approved, the students will revise their proposed study title.	2.1 The college DCC will collect the Thesis Monitoring Form.	None	None	Students of College of Engineering and Technology Faculty in-charge Document Control Coordinator



Recommendation of Advisory Committee Composition for Undergraduate Thesis/Capstone Project and Study Title Approval				
3. Selection of Final Thesis Title	3.1 Advisory committee and the student shall select the final thesis title.	None	None	Students of College of Engineering and Technology Student Advisory Committee
4. Recommendation of Panel Members (TAU-DRD-QF-43-Rev01) shall be accomplished by the student. For changes, the form change in the composition of advisory committee must be filed using TAU-DRD-QF-48-Rev-01.		None	None	Students of College of Engineering and Technology Dean, College of Engineering and Technology
5. With the recommendation of advisory committee form, the thesis title approval form (TAU-DRD-QF-44-Rev01).shall be accomplished by the student.		None	None	Students of College of Engineering and Technology Student Advisory Committee Dean, College of Engineering and Technology

	The advisory committee, shall recommend approval of the thesis title, countersigned by the college research coordinator, approved by dean and noted by DRD director.	None		Students of College of Engineering and Technology Student Advisory Committee Dean, College of Engineering and Technology Dean, College of Engineering and Technology College Research Coordinator
6. The student shall log in their Monitoring Form (TAU-CET-QF-14)	6.1 The college DCC will collect the Thesis Monitoring Form.	None	None	Students of College of Engineering and Technology Faculty in-charge Document Control Coordinator
Thesis/Capstone Outline Presentation				
7. Thesis outline paper shall be done by the student.	7.1 Thesis Outline shall be checked, approved using (TAU-DRD-QF-45-Rev01) and will be set for an oral presentation.	None	None	Students of College of Engineering and Technology Faculty in-charge Student Advisory Committee
8. The student shall log in their Monitoring Form (TAU-CET-QF-14)	8.1 The college DCC will collect the Thesis Monitoring Form.	None	None	Students of College of Engineering and Technology Faculty in-charge Document Control Coordinator



9. Once the outline is approved. The student shall request for oral examination of thesis outline (TAU-DRD-QF-47-Rev01), based on the scheduled date of presentation. The student shall log in their Monitoring Form (TAU-CET-QF-14) through the College DCC.		None	None	Students of College of Engineering and Technology Student Advisory Committee Dean, College of Engineering and Technology College Research Coordinator
10. One week prior to the scheduled date of the oral presentation, the student should give a copy of the draft proposal to the faculty in-charge, advisory committee, research coordinator, department chairperson and to the dean.		None	None	Students of College of Engineering and Technology
11. Presentation of thesis outline will be done by students with the faculty in charge and advisory committee.	11.1 The department chair, research coordinator and college dean or their representatives, and ethics committee attend the presentation.	None	None	Students of College of Engineering and Technology Student Advisory Committee Dean, College of Engineering and Technology College Research Coordinator

12. The student must incorporate all the recommendations and suggestions during the oral presentation with the help of Rev01-TAU-CET-QF-05. Also, the paper must be submitted if it follows the research ethics and procedures of Department of Research and Development (TAU-DRD-QF-34 & TAU-DRD-QF-35). Rev02-TAU-CET-QF-09 be used for the grade.		None	None	Students of College of Engineering and Technology
13. The student shall seek the approval of the corrected thesis outline via circulating copy (TAU-CET-QF-06).		None	None	Students of College of Engineering and Technology Faculty in-charge Student Advisory Committee Dean, College of Engineering and Technology
14. The student shall log in their Monitoring Form (TAU-CET-QF-14) through the College DCC, and proceed for the conduct of the study, if the relevant forms and approval are satisfied. They shall submit a copy of approved forms to FIC, and/or keep a copy for compilation in the manuscript.		None	None	Students of College of Engineering and Technology Student Advisory Committee University Research Ethics Committee

Conduct of the Study, Pre-Ocular and Ocular Inspection				
15. The student(s) can now begin to conduct their study.		None	None	Students of College of Engineering and Technology
16. Request for pre-ocular/ocular inspection of the study shall be accomplished by the student(s) using TAU-DRD-QF-46- Rev01, with the schedule agreed by the SCET, FIC and SAC. Pre-ocular and ocular inspection are done separately depending on the study.	16.1 The request shall be recommended for approval by the advisory committee and approved by the dean.	None	None	Students of College of Engineering and Technology Faculty in-charge
17. The student shall log in their Monitoring Form (TAU-CET-QF-14) through the College DCC, and proceed for the pre-ocular/ocular inspection. Forms are given also to FIC and student keep a copy for compilation in the manuscript. Once the request is approved, the pre-ocular/ocular inspection shall be done.		None	None	Students of College of Engineering and Technology Faculty in-charge Student Advisory Committee Dean, College of Engineering and Technology
18. The student will now continue the conduct the study considering the comments and		None	None	Students of College of Engineering and Technology



suggestions during pre- ocular/ocular inspection.				Student Advisory Committee
19. After the conduct of the study, the student can now write the manuscript.		None	None	Students of College of Engineering and Technology
Final Oral Presentation				
20. When the student completed the thesis study, the Chairman of the Advisory Committee can recommend the work for final presentation. The student can now request for an oral examination (TAU-DRD-QF-47-Rev01), as scheduled by the FIC. The student shall log in their Monitoring Form (TAU-CET-QF 14) through the College DCC, and proceed for the oral presentation. Forms are given also to FIC and student keep a copy for compilation in the manuscript.		None	None	Students of College of Engineering and Technology Faculty in-charge Student Advisory Committee Dean, College of Engineering and Technology College Research Coordinator

21. One week prior to the final oral presentation, the student/s must: (a) Give (5) copies of the final draft of the manuscript to the faculty in-charge and furnish a copy to the advisory committee and panels. (b) Submit a poster of the work to the faculty in-charge if applicable.		None	None	Students of College of Engineering and Technology
22. Conduct of final oral presentation with the chairman and panel members of the Advisory Committee, and faculty in charge. The research coordinator, Department Chairperson and the Dean may attend. Use Rev01-TAU-CET-QF-05 and Rev02-TAU-CET-QF-09 (grading for panels only, will be kept by FIC).		None	None	Student Advisory Committee
Final Manuscript Writing				

23. The student can now edit the manuscript considering all the comments, suggestions and recommendations during the final oral examination. The advisory committee and panels shall approve the final circulating copy of the manuscript using the form, TAU-CET-QF. This shall be accomplished by the student.		None	None	Students of College of Engineering and Technology
24. The student shall submit the forms and approved copy of manuscript to the faculty-in-charge. The TAU-CET-DF-10 form would also include checking from the statistician (if applicable), English or Grammarian critic, and Plagiarism Check (DRD Process). The student shall log-in their Monitoring Form (TAU-CET-QF-14) through the College DCC.		None	None	Students of College of Engineering and Technology



25. Once the circulating copy of the final manuscript is approved, the student shall accomplish the approval form for final copy of manuscript (Rev01-TAU-CET-QF-11). Follow College and DRD guidelines on the preparation of hardbound manuscript. The student shall furnish the final 8 copies of the manuscript and soft copy via flash drive to the department chair or faculty-in-charge. Monitoring Form (TAU-CET-QF-14) are to be completed once final copies are approved and distributed with TAU-CET-QF-15. All forms to be submitted to the DCC for recording.		None	None	Students of College of Engineering and Technology
TOTAL		None	None	



COLLEGE OF EDUCATION

1. PROCEDURE IN THE CONDUCT OF PRACTICE TEACHING

A. PREPARATION AND SUBMISSION OF PRELIMINARY DOCUMENTS FOR PT

This section usually entails gathering preliminary documents. These documents are typically submitted as part of the application process for teacher training programs or certification.

Office or Division:		College of Education	
Classification:		Highly Technical	
Type of Transaction:		G2C	
Who may avail:		PT Students	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
NONE		NONE	
PROCEDURE	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorses the PTs to their respective PT Supervisors.	None	1 day	PT Coordinator
2. Receive the endorsement from the PT coordinator	None	1 day	PT Supervisors
3. Request for preliminary documents (Practice Teacher's Profile (TAU-CED-QF-01), Parental Permit to Undergo Practice Teaching (TAU-CED-QF-02), and Practice Teaching Assignment Slip (TAU-CED-QF-03) from the PT supervisor	None	right after the orientation	PT Representatives
4. Releases preliminary documents as requested.	None	upon request	PT Supervisors
5. Submit the preliminary documents for evaluation	None	2 weeks	Practice Teachers
6. Receives and evaluates the preliminary documents. If found incomplete and incorrect, it will be sent back to the practice teachers for necessary corrections and must be resubmitted within 3 working days. If found complete and	None	3 working days	PT Supervisors



correct, it will be submitted to the PT Coordinator.			
7. Files and stores copies of records as proof of the process	None	after the given deadline	PT Coordinator
8. Requires the practice teachers to evaluate or send feedback on the conducted process.	None	after the submission of PT forms	PT Coordinator
TOTAL	None		



B. ATTENDANCE IN PRACTICE TEACHING ORIENTATION AND MEETING WITH SUPERVISORS

These sessions provide opportunities for pre-service teachers to receive guidance, discuss concerns, and collaborate with their supervisors to optimize their learning experience. Regular attendance ensures that pre-service teachers stay informed and engaged throughout their training period.

Office or Division:	College of Education		
Classification:	Simple		
Type of Transaction:	G2C		
Who may avail:	PT Students		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
NONE	NONE		
PROCEDURE	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Advise PTs on the orientation and schedule with Supervisors.	None	a week before orientation	PT Coordinator
2. Attend orientation	None	during orientation	Practice Teachers
3. attend meeting with supervisors	None	every meetings	Practice Teachers
4. packages records and stores for reference	None	all the time	PT Coordinator
TOTAL	None		

C. PRACTICE TEACHING ENDORSEMENT AND DEPLOYMENT

This procedure provides Practice Teaching Coordinators and students enrolled in Practice Teaching on the steps and requirements in deploying them to cooperating schools.

Office or Division:	College of Education		
Classification:	Simple		
Type of Transaction:	G2C		
Who may avail:	PT Students		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
NONE	NONE		
PROCEDURE	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Endorses PTs for deployment to Cooperating Schools	None	first day of classes	PT Supervisors
2. Receive deployment letters and updated MOA, a copy of which will be sent back to TAU.	None	a week after investiture	Cooperating Schools
3. Submit a copy of PT forms 3 to respective PT supervisors as reference for monitoring and evaluation.	None	first week of deployment	PT Students
4. Keeps the copy of submitted Practice Teaching Assignment Slip (TAU-CED-QF-03) and the PT coordinator files receiving copies of deployment papers.	None	2 to 3 weeks	PT Supervisors
TOTAL	None		

D. PRACTICE TEACHING SUPERVISION AND MONITORING

Monitoring and supervision of pre-service teachers typically involve regular observations of their teaching practices, feedback sessions, and progress assessments. Experienced educators or mentors often oversee this process, providing guidance and support to pre-service teachers as they develop their teaching skills. Effective monitoring and supervision ensures that pre-service teachers receive constructive feedback and opportunities for growth during their training period.

Office or Division:	College of Education		
Classification:	Highly Technical		
Type of Transaction:	G2C		
Who may avail:	PT Students		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
NONE	NONE		
PROCEDURE	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Supervise the Practice Teachers	None	whole sem	Cooperating Teachers and PT Supervisors
2. Evaluate PTs based on the Observation Sheet (TAU-CED-QF-04) and Practice Teacher Performance Evaluation Form (TAU-CED-QF-05)	None	whole sem after deployment	Cooperating Teachers and PT Supervisors
3. Keep records of evaluation forms as a basis for improvement. This will be submitted to supervisors for recording prior to pull out.	None	whole sem	Practice Teachers
TOTAL	None		

E. PRACTICE TEACHING PULL-OUT AND SUBMISSION OF FINAL REQUIREMENTS

This service involves retrieving completed coursework, practical teaching experiences, requirements, forms and certification documentation. These documents are then submitted to the relevant personnel. Adhering to deadlines and guidelines specified by the institution is essential to ensure a smooth process for certification or graduation.

Office or Division:	College of Education		
Classification:	Highly Technical		
Type of Transaction:	G2C		
Who may avail:	PT Students		
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE		
NONE	NONE		
PROCEDURE	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit all evaluation forms including clearance from CT to PT Supervisors.	None	a week after pull out	Practice Teachers
2. Receives a copy of the clearance and Practice Teacher Performance Evaluation Form competencies (TAU-CED-QF-05)	None	a week after pull out	PT Supervisors
3. Pulls out PTs from cooperating schools.	None	at the end of practice teaching	PT Supervisors
4. Receives the pull-out papers, monetary incentives and certificates.	None	at the day of pull out	Cooperating Schools
5. Submits the final requirements to their respective PT supervisors.	None	2 weeks after pull out	Practice Teacher
6. Receives and evaluates PT requirements for grades submission	None	1 week after submission of final requirements	PT Supervisors
7. Keeps a copy of all records relevant to PT pull-out.	None	before graduation	PT Coordinator
TOTAL	None		

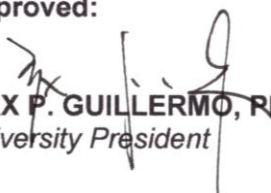
FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	THROUGH EMAIL AT presoffice@tau.edu.ph THROUGH PHONE AT (045) 934-0216
How feedbacks are processed	FEEDBACKS ARE PROCESSED THROUGH THE COMMITTEE CREATED BY THE UNIVERSITY AND TRANSMITTED TO THE CONCERNED UNIT/ OFFICES THROUGH MONTHLY CONSOLIDATED REPORT
How to file a complaint	YOU MAY FILE YOUR COMPLAINT IN WRITING ADDRESS TO THE UNIVERSITY PRESIDENT (DR. MAX P. GUILLERMO)
How complaints are processed	The procedures for seeking redress of grievances shall be as follows: Discussion with Immediate Supervisor. At the first instance, the aggrieved party shall present his grievance verbally or in writing to his or her immediate supervisor. The supervisor shall inform the aggrieved party of the corresponding action within three (3) working days from the date of presentation. Provided, however, that was the object of the grievance to the next higher supervisor. Provided, however, that where the object of the grievance is the immediate supervisor, the aggrieved party may bring the grievance to the next Higher Supervisor. Appeal to the Higher Supervisor. If the aggrieved party is not satisfied with the verbal decision, he or she may submit the grievance in writing, within five(5) days to the next higher supervisor who shall render his or her decision within (5) working days from receipt of the grievance. Appeal to the Grievance Committee. The decision of the next Higher Supervisor may be elevated to the grievance committee within five (5) working days from receipt of the decision of the next higher supervisor. The Grievance Committee may conduct an investigation and hearing within ten (10) working days from receipt of the grievance and render a decision within five (5) working days after the investigation. Provided, however, that was the object of the grievance to top management.



	Provided, however, that where the object of the grievance is the Grievance Committee, the aggrieved party may submit the grievance to top management. Appeal to Top Management. If the aggrieved party is not satisfied with the decision of the grievance committee, he or she may elevate his or her grievance within five (5) working days from receipt of the decision through the committee to top management who shall make the decision within ten (10) working days after the receipt of the grievance. Provided, however, that where the object of the grievance is the top management, the aggrieved party may bring his or her grievance directly to the Civil Service Commission Regional Office. Appeal to the Civil Service Commission Regional Office. If the aggrieved party is not satisfied with the decision of top management, he or she may appeal or elevate his or her grievance to the Civil Service Commission Regional office concerned within fifteen (15) working days from the receipt of such decision. Together with the appeal, the aggrieved party shall submit a certification on the Final Action on the Grievance (CFAG). The CFAG shall contain among other things, the following information: history and final action taken by the agency on the grievance. The Civil Service Commission regional office shall rule on the appeal in accordance with existing civil service law, rule and regulations.
Contact Information of CCB, PCC, ARTA	CCB 0908-881-6565 1-6565; contactcenterngbayan.gov.ph PCC 8888 ARTA 1-ARTA (12782) (02) 8246-7940 (PLDT) 0920-925-3078; 0998-856-8338 (SMART) complaints@arta.gov.ph

Office	Address	Contact Information
Tarlac Agricultural University	Malacampa, Camiling, Tarlac	(045) 934-0216

Approved:


MAX P. GUILLERMO, Ph.D.
 University President