



SORSOGON STATE UNIVERSITY

CITIZEN'S CHARTER

2025 FIRST EDITION



SORSOGON STATE UNIVERSITY

CITIZEN'S CHARTER



I. Mandate

The Sorsogon State University shall provide advance and higher professional, technical and special instructions in education and technology, engineering and architecture, public administration and management, accountancy, economics and finance, agriculture, forestry and fisheries, arts and sciences, maritime education, peace and security courses and other related fields of study. It shall also undertake research and extension, as well as income generation programs, for the sustainable development of the Province of Sorsogon and Region V.

II. Vision

A research university with a culture of excellence in developing globally competitive and values-oriented leaders and professionals.

III. Mission

To provide research-based quality education, innovations, and collaborative extension services for sustainable national and international development.

IV. Service Pledge

We, the Sorsogon State University officials and employees uphold the highest standards of quality service with Humility, Excellence, Accountability, Resiliency, and Trustworthiness (HEART).

- **Humility** – We serve with sincerity and openness, always valuing client feedback and treating everyone with respect and dignity.
- **Excellence** – We are committed to deliver outstanding service, continuously striving for improvement to exceed expectations.
- **Accountability** – We take full responsibility for our actions, ensuring reliability, transparency, and the highest level of client satisfaction.
- **Resiliency** – We embrace challenges with a positive attitude, adapting and innovating to provide effective solutions and quality service.
- **Trustworthiness** – We foster lasting relationships built on honesty, integrity, and dependability, ensuring that every interaction is meaningful and reliable.

With HEART, we dedicate ourselves to exceptional service, upholding our duty to serve with passion, professionalism, and unwavering commitment to our clients and stakeholders.

We serve with HEART—because you deserve nothing less than the best.



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Admission Services

External Services

1. APPLICATION FOR ADMISSION TEST

This service refers to one of the functions of admissions along recruitment of prospective students, specifically for incoming grade 7 in the Laboratory High School, college freshmen and transferees, and new students to the Graduate School. It covers the process of online registration of student-applicants to submission of application requirements up to the time the test schedule is identified, or test permit is released.

1.1 Application of Incoming Grade 7

Prospective applicant is advised to register or apply online on a specific date of application through the Online Pre-Admission System or OPAS – a digital platform that allows student-applicants to apply, register, and prepare for admission test or entrance exam. The application provides communication tool for notifications, updates, and support, ensuring a streamlined and efficient admission process for both applicants and administrators.

Office/Division:	Admission Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government-to-Citizen			
Who may avail:	Student-Applicant – a prospective student who will be entering or starting seventh grade in the upcoming school year or academic year; or a student moving from sixth grade to seventh grade which is part of the middle school or junior high school			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
a. Duly signed Certification (FM-ADS-003C) generated by the Online Pre-Admission System - (One Original Copy)		Generated by the Online Pre-Admission System (http://admission.sorsu.edu.ph) after successful online registration		
b. Grade 5 Form 138/Report Card with GWA for graduating elementary (Grade 6 report card for elementary graduate) – One Authenticated copy		From the student-applicant/adviser/ registrar's office of the school last attended		
c. Certification that the student-applicant is expected to graduate at the current school/academic year (for graduating elementary) – One Original copy		From the class adviser or school principal where the student-applicant is currently enrolled		
d. One (1) piece hard copy and soft copy recent 2"x2" colored ID picture with white background, full handwritten name tag and signature		Photo Studio or from the student-applicant		
e. Official Receipt of payment for the testing fee – One Original Copy		Issued by the cashier's office upon payment of testing fee/admission fee		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Using a web browser (recommended: <i>Google Chrome</i>), sign-up and log in to Online Pre-Admission System or OPAS URL: <i>admission.sorsu.edu.ph</i>	1.1 Provides video tutorials on online registration.	None	3minutes	<i>Head, Admission Services Unit</i>
	1.2 Sets application period and examination schedule in the OPAS.	None	2minutes	<i>Director, OSDS Head, Admission Services Unit</i>

	1.3 Assists student-applicant to register online (for those applicants who cannot access OPAS).	None	10 minutes	Campus Admissions Coordinator or Admissions Staff
2. Completely fill out forms online and successfully download, print and sign the Certification (FM-ADS-003C) generated by the system, then prepare the complete application requirements for submission.	2.1 Assists student-applicant to fill out forms online (for those applicants who cannot access OPAS).	None	15 minutes	Campus Admissions Coordinator or Admissions Staff
3. Present the duly signed certification (FM-ADS-003C) at the Cashier's Office for the payment of testing fee.	3.1 Issues official receipt of payment for the testing fee.	Php250.00	3 minutes	Collecting Officer/ Cashier's Office
4. Submit the complete application requirements at the Admission Services Unit and fill out a log sheet as proof of your submission.	4.1 Verifies the completeness of the submitted documents.	None	2 minutes	Campus Admissions Coordinator or Admissions Staff
	4.2 Validates the data submitted online with data on the submitted documents.		3 minutes	Campus Admissions Coordinator or Admissions Staff
	4.3 Asks the student-applicant or representative to fill out the log sheet of submission and advises to check regularly their OPAS account for the test permit.		3 minutes	Campus Admissions Coordinator or Admissions Staff
	4.4 Confirms application and notify applicants thru email.		1 minute	Campus Admissions Coordinator or Admissions Staff

5. Access OPAS account for the exam schedule. On the completion page, click Confirm and Proceed button to download and print the test permit.	5.1 Collects customer feedback for continual improvement.	None	3 minutes	Director, OSDS Head, Admission Services Unit
TOTAL PROCESSING TIME			45 minutes	

2.1 Application of College Freshmen and Transferees

Application is being facilitated online through the Online Pre-Admission System or OPAS – a digital platform that includes features such as online application and submission, exam schedules and results tracking. The system accepts registration for specific dates of application and closes automatically at the end of the registration period. It also provides communication tool for notifications, updates, and support, ensuring a streamlined and efficient admission process for both applicants and administrators.

Office/Division:	Admission Services Unit
Classification:	Simple
Type of Transaction:	G2C – Government-to-Citizen
Who may avail:	Student-Applicant – a prospective student, either a graduating senior high school, a senior high school graduate without units to Tertiary Education, a transferee from other HEIs or SUCs or a bachelor's degree who wants to avail any of the undergraduate programs/courses being offered by the University.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
General requirements:	
1. Duly signed certification (FM-ADS-003) generated by the OPAS (1 Original Copy)	Generated by the Online Pre-Admission System (http://admission.sorsu.edu.ph) after successful online registration
2. Grade credentials (Form 137/138/OTR/COG) - One Authenticated Photocopy)	School Last Attended - Registrar's Office
3. One (1) piece soft copy recent 2"x2" colored ID picture with white background, full handwritten name tag and signature	Photo Studio
Specific requirements per status of applicant: (scanned copies)	
<ul style="list-style-type: none"> • <i>Senior High School Graduating Student</i> <ol style="list-style-type: none"> a. Duly signed Certification (FM-ADS-003A) generated by the Online Pre-Admission System b. Grade 11 SHS Form 137/SF10 or Form 138/SF9 reflecting the GWA per semester c. One (1) piece soft copy recent 2"x2" colored ID picture with white background, full handwritten name tag and signature 	Generated by the Online Pre-Admission System (http://admission.sorsu.edu.ph) after successful online registration From the student-applicant/adviser/ registrar's office of the school last attended Photo Studio or from the student-applicant
<ul style="list-style-type: none"> • <i>Senior High School Graduate Student</i> <ol style="list-style-type: none"> a. Duly signed Certification (FM-ADS-003A) generated by the Online Pre-Admission System b. Grade 12 SHS Form 138/SF 9 (Report Card) 	Generated by the Online Pre-Admission System (http://admission.sorsu.edu.ph) after successful online registration From the student-applicant/adviser/registrar's office of the school last attended

<p>c. One (1) piece soft copy recent 2"x2" colored ID picture with white background, full handwritten name tag and signature</p>	<p>Photo Studio or from the student-applicant</p>			
<ul style="list-style-type: none"> • <i>Transferee</i> <ul style="list-style-type: none"> a. Duly signed Certification (FM-ADS-003A) generated by the Online Pre-Admission System b. Official Transcript of Records/Certificate of Grades with Certificate of General Weighted Average c. One (1) piece soft copy recent 2"x2" colored ID picture with white background, full handwritten name tag and signature 	<p>Generated by the Online Pre-Admission System (http://admission.sorsu.edu.ph) after successful online registration From the student-applicant/registrar's office of the school last attended</p> <p>Photo Studio or from the student-applicant</p>			
<ul style="list-style-type: none"> • <i>Non-Degree Holder College Student</i> <ul style="list-style-type: none"> a. Duly signed Certification (FM-ADS-003A) generated by the Online Pre-Admission System b. Official Transcript of Records/Certificate of Grades with Certificate of General Weighted Average c. One (1) piece soft copy recent 2"x2" colored ID picture with white background, full handwritten name tag and signature 	<p>Generated by the Online Pre-Admission System (http://admission.sorsu.edu.ph) after successful online registration From the student-applicant/registrar's office of the school last attended</p> <p>Photo Studio or from the student-applicant</p>			
<ul style="list-style-type: none"> • <i>Degree Holder College Student or Second Courser</i> <ul style="list-style-type: none"> a. Duly signed Certification (FM-ADS-003A) generated by the Online Pre-Admission System b. Official Transcript of Records/Certificate of Grades with Certificate of General Weighted Average c. One (1) piece soft copy recent 2"x2" colored ID picture with white background, full handwritten name tag and signature d. Official Receipt of payment for the testing fee/admission fee 	<p>Generated by the Online Pre-Admission System (http://admission.sorsu.edu.ph) after successful online registration From the student-applicant/registrar's office of the school last attended</p> <p>Photo Studio or from the student-applicant</p> <p>Issued by the cashier's office upon payment of testing fee/admission fee</p>			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<p>1. Using a web browser (recommended: <i>Google Chrome</i>), sign-up and log in to Online Pre-Admission System or OPAS URL: admission.sorsu.edu.ph</p>	<p>1.1 Provides video tutorials on online registration.</p> <p>1.2 Sets application period and examination schedule in the OPAS.</p> <p>1.3 Assists student-applicant to register online (for those applicants</p>	<p>None</p> <p>None</p> <p>None</p>	<p>3 minutes</p> <p>2 minutes</p> <p>3 minutes</p>	<p>Head, Admission Services Unit</p> <p>Director, OSDS Head, Admission Services Unit</p> <p>Campus Admissions Coordinator or Admissions Staff</p>

	<i>who cannot access OPAS).</i>			
2. Completely fill out forms online and successfully download, print, sign and scan the signed certification (FM-ADS-003A) then prepare and scan the complete application requirements for online submission.	2.1 Assists student-applicant to fill out forms online (for those applicants who cannot access OPAS).	None	15 minutes	<i>Campus Admissions Coordinator or Admissions Staff</i>
3. For Degree Holder or Second Courser applicants only , others skip this step: pay testing fee at the Cashier's Office or through bank deposit or bank transfer via Gcash payment	3.1 Issues official receipt of payment for the testing fee.	Php250.00	3 minutes	<i>Collecting Officer/ Cashier's Office</i>
4. Access you OPAS account completion page to upload the scanned application requirements, fill out school last attended data profile for validation and click Submit Documents button to complete online submission process.	4.1 Verifies completeness and authenticity of submitted data and documents online.	None	3 minutes	<i>Campus Admissions Coordinator or Admissions Staff</i>
	4.2 Feedbacks student-applicant if confirmed or needs for resubmission. Allows confirmed applicants to download test permit from OPAS.		2 minutes	<i>Campus Admissions Coordinator or Admissions Staff</i>
5. Using your OPAS account, view the status of your application. Confirmed applicants can view their exam schedule and can download test permit. Otherwise, check your uploaded 2x2 photo and documents if needed for reuploading. Remarks are indicated if need for resubmission.	5.1 Confirms application if no found deficiency and notify applicants thru email.	None	2 minutes	<i>Campus Admissions Coordinator or Admissions Staff</i>
	5.2 If found deficient, provides remarks for guidance in reuploading.	None	1 minute	<i>Campus Admissions Coordinator or Admissions Staff</i>

	5.3 Auto-confirms submitted application	None	2 minutes	VPAA, ICT Director and Staff, Admission Services Unit Head and Staff
6. Click Confirm and Proceed button to download and print the test permit.	6.1 Collects customer feedbacks for continual improvement.	None	4 minutes	Director, OSDS Head, Admission Services Unit
TOTAL PROCESSING TIME			40 minutes	

2.2 Application of New Students to the Graduate School

Admission to the Graduate School of the University involves applying to a program that offers advanced study beyond a bachelor's degree. The process typically includes online application and submission of application requirements for admission test. Prospective applicant is advised to register or apply online on a specific date of application per semester through the Online Pre-Admission System or OPAS – a digital platform that allows student-applicants to apply, register, and prepare for admission test or entrance exam.

Office/Division:	Admission Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government-to-Citizen			
Who may avail:	Student-Applicant – a prospective student who has completed bachelor's degree or master's degree pursuing advanced education and training in a specific field of study offered by the University.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
<ul style="list-style-type: none"> a. Duly signed Certification (FM-ADS-003D) generated by the Online Pre-Admission System - (One Original Copy) b. Transcript of Records with remarks for enrollment or copy for Sorsogon State University Graduate School - One Authenticated copy c. Certificate of General Weighted Average (GWA) – One Original Copy d. One (1) piece hard copy and soft copy recent 2"x2" colored ID picture with white background, full handwritten name tag and signature e. Official Receipt of payment for the testing fee – One Original Copy 		<p>Generated by the Online Pre-Admission System (http://admission.sorsu.edu.ph) after successful online registration</p> <p>From the student-applicant/registrar's office of the school last attended</p> <p>From the student-applicant/registrar's office of the school last attended</p> <p>Photo Studio or from the student-applicant</p> <p>Issued by the cashier's office upon payment of testing fee/admission fee</p>		
Special admission requirement for graduates of Master in Education major in Educational Management (MED-EM): <ul style="list-style-type: none"> • Published research article as first author in an international, peer-reviewed, and indexed journal • Completion of 6-unit bridging course 		<p>From the student-applicant</p> <p>From the Office of the Dean, Graduate School</p>		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Using a web browser (recommended: Google Chrome), sign-up and log in to	1.1 Provides video tutorials	None	3 minutes	Head, Admission Services Unit

Online Pre-Admission System or OPAS URL: <i>admission.sorsu.edu.ph</i>	on online registration.			
	1.2 Sets application period and examination schedule in the OPAS.	None	2 minutes	<i>Director, OSDS Head, Admission Services Unit</i>
	1.3 Assists student-applicant to register online (for those applicants who cannot access OPAS).	None	3 minutes	<i>Campus Admissions Coordinator or Admissions Staff</i>
2. Completely fill out forms online and successfully download, print and sign the Certification (FM-ADS-003D) generated by the system, then prepare the complete application requirements for submission.	2.1 Assists student-applicant to fill out forms online (for those applicants who cannot access OPAS).	None	15 minutes	<i>Campus Admissions Coordinator or Admissions Staff</i>
3. Present the duly signed certification (FM-ADS-003D) at the Cashier's Office for the payment of testing fee.	3.1 Issues official receipt of payment for the testing fee.	Php500.00	3 minutes	<i>Collecting Officer/ Cashier's Office</i>
4. Submit the complete application requirements at the Admission Services Unit and fill out a log sheet as proof of your submission.	4.1 Verifies the completeness of the submitted documents.	None	2 minutes	<i>Campus Admissions Coordinator or Admissions Staff</i>
	4.2 Validates the data submitted online with data on the submitted documents.	None	3 minutes	<i>Campus Admissions Coordinator or Admissions Staff</i>
	4.3 Inform the student-applicant that the office facilitates walk-in examination.	None	3 minutes	<i>Campus Admissions Coordinator or Admissions Staff</i>
5. Fill out customer satisfaction survey form	5.1 Collects customer feedbacks for	None	4 minutes	<i>Director, OSDS Head, Admission Services Unit</i>

	continual improvement.			
TOTAL PROCESSING TIME			38 minutes	

2. CONDUCT OF ADMISSION TEST

This service refers to one of the functions of admissions along selection of prospective students, specifically for incoming grade 7 in the Laboratory High School, college freshmen and transferees, and new students to the Graduate School. It covers the process through which the Unit assesses the knowledge, skills, or aptitude of applicants seeking admission to a program offered by the University through the conduct of an in-person admission test or entrance examination.

2.1 Conduct of Laboratory High School Admission Test (LHSAT)

The process includes administering the test under controlled conditions in a one-day set up and ensuring fairness and security. The goal is to evaluate applicants' readiness and will be one of the bases of selection for qualified enrollees in the Laboratory High School.

Office/Division:	Admission Services Unit
Classification:	Simple
Type of Transaction:	G2C – Government-to-Citizen
Who may avail:	Registered Examinee – a student-applicant who completed the submission of application requirements and been confirmed and issued test permit in OPAS

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Test permit (FM-ADS-002C) – one printed original copy	Downloaded from the Online Pre-Admission System (http://admission.sorsu.edu.ph) after confirmation of online application
2. Pencil with eraser and sharpener	From the student-applicant
3. any valid ID or Photocopy of Birth Certificate or any proof of identification <i>(if no test permit)</i>	From the student-applicant

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the designated testing venue and present the test permit or proof of identification to the room examiner or proctor.	1. Checks the test permit and scans the QR code indicated in the test permit for validation using the OPAS attendance application.	None	2 minutes	Admission Services Unit through the Assigned Room Examiner or Proctor
2. Listens and understands the orientation for the conduct of admission test or entrance exam.	2. Gives orientation to examinees and instructions to fill out answer sheet.	None	15 minutes	Guidance Services Unit through the assigned Room Examiner
3. Takes the admission test or entrance exam as scheduled.	3. Administers admission	None	40 minutes	Admission Services Unit in

	test or entrance exam.			collaboration with the Guidance Services Unit through the Guidance Counselor, Psychometrician, Chief Examiners, Supervising Examiners, Room Examiners, Proctors and Support Personnel
4. Wait for the final instruction to leave the testing room.	4. Gives final instruction on how and where to know the test results.	None	3 minutes	Admission Services Unit through the Assigned Room Examiner
TOTAL PROCESSING TIME			60 minutes	

2.2 Conduct of College Admission Test (CAT)

The process includes administering a one-day simultaneous admission test in the four campuses of the University under controlled conditions and ensuring fairness and security. It is designed to evaluate a candidate's readiness for academic study, to evaluate applicants' readiness for academic or professional work in their chosen field and will be one of the bases of selection for qualified enrollees in the various undergraduate programs offered by the University.

Office/Division:	Admission Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government-to-Citizen			
Who may avail:	Registered Examinee – a student-applicant who completed the submission of application requirements and been confirmed and issued test permit in OPAS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Test permit (FM-ADS-002A) – one printed original copy		Downloaded from the Online Pre-Admission System (http://admission.sorsu.edu.ph) after confirmation of online application		
2. Pencil with eraser and sharpener		From the student-applicant		
3. any valid ID or Photocopy of Birth Certificate or any proof of identification (if no test permit)		From the student-applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the designated testing venue and present the test permit or proof of identification to the room examiner or proctor.	1. Checks the test permit and scans the QR code indicated in the test permit for	None	2 minutes	Admission Services Unit through the Assigned Room Examiner or Proctor

	validation using the OPAS attendance application.			
2. Listens and understands the orientation for the conduct of admission test or entrance exam.	2. Gives orientation to examinees and instructions to fill out answer sheet.	None	15 minutes	<i>Guidance Services Unit through the assigned Room Examiner</i>
3. Takes the admission test or entrance exam as scheduled.	3. Administers admission test or entrance exam.	None	40 minutes	<i>Admission Services Unit in collaboration with the Guidance Services Unit through the Guidance Counselor, Psychometrician, Chief Examiners, Supervising Examiners, Room Examiners, Proctors and Support Personnel</i>
4. Wait for the final instruction to leave the testing room.	4. Gives final instruction on how and where to know the test results.	None	3 minutes	<i>Admission Services Unit through the Assigned Room Examiner</i>
TOTAL PROCESSING TIME			60 minutes	

2.3 Conduct of Graduate School Admission Test (GSAT)

The process includes administering an admission test under controlled conditions and ensuring fairness and security. The goal is to evaluate applicants' readiness for advanced academic or professional work in their chosen field. Walk-in examination is being facilitated to the student-applicants on a first-come first-served basis.

For graduate or alumni of master's program from Sorsogon State University, student-applicant for doctoral program is exempted to take admission test based on the evaluation of documents. (BOR No. 63 s. 2023)

Office/Division:	Admission Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government-to-Citizen			
Who may avail:	Registered Examinee – a student-applicant who completed the submission of application requirements and been confirmed and issued test permit in OPAS			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Ballpen (black)		From the student-applicant		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the designated testing venue and fill out attendance sheet.	1. Let the examinee fill out attendance sheet.	None	2 minutes	<i>Admission Services Unit Head and Staff</i>
2. Listens and understands the orientation for the conduct of admission test or entrance exam.	2. Gives orientation to examinees and instructions to fill out the booklet.	None	5 minutes	<i>Admission Services Unit Head and Staff</i>
3. Takes the admission test or entrance exam as scheduled.	3. Administers admission test or entrance exam and record starting time on the attendance sheet.	None	60 minutes	<i>Admission Services Unit Head and Staff</i>
4. Fill out customer satisfaction survey form	4. Gives final instruction on how and where to know the test results and collects customer feedbacks for continual improvement.	None	8 minutes	<i>Director, OSDS Head, Admission Services Unit</i>
TOTAL PROCESSING TIME			1 hour and 15 minutes	

3. RELEASE OF RESULT

This service refers to the process of formally announcing the outcomes of the selection process such as evaluation of submitted grades and conduct of admission test. Results are typically published through various channels such as email notifications, online portal, or official websites and social media platforms. Applicants are informed whether they have been admitted, rejected, or waitlisted. The release may also include details about next steps such as instructions to confirm their enrollment and other pre-enrolment activities.

3.1 For Incoming Grade 7 Applicant

Office/Division:	Admission Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government-to-Citizen			
Who may avail:	Student-applicant – a student-applicant who took the admission test or entrance exam given by the University			
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verifies test results through SorSU Official Website (www.sorsu.edu.ph) and Facebook Page: Sorsogon State University Admission Services Unit: https://www.facebook.com/SorSUAdmissionServicesUnit with enrolment advice or may visit the office for verification.	1. Posts list of qualifiers and waitlisted at the SorSU Website and Unit FB Page with pre-enrolment schedules and requirements.	None	3 minutes	<i>PIO Director, OSDS Head, Admission Services Unit Head</i>
2. Qualifiers and waitlisted attend a pre-enrolment orientation as scheduled	2. Gives orientation to qualified enrollees with their parents before the scheduled enrolment.	None	60 minutes	<i>Area Chair, Laboratory High School</i>
TOTAL PROCESSING TIME			1 hour and 3 minutes	

3.2 For College Freshmen and Transferees

Office/Division:	Admission Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government-to-Citizen			
Who may avail:	Student-applicant – a student-applicant who took the admission test or entrance exam given by the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. OPAS user credentials		The username and password created during the registration process in the Online Pre-Admission System (OPAS) or may email admission@sorsu.edu.ph with your full name and application code for assistance to recover user account.		
CLIENT STEPS	AGENCY ACTION	FEEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verifies test results through SorSU Official Website (www.sorsu.edu.ph) and Facebook Page: Sorsogon State University Admission Services Unit: https://www.facebook.com/SorSUAdmissionServicesUnit with enrolment advice.	1.1 Posts list of qualifiers and waitlisted at the SorSU Website and FB Page.	None	2 minutes	<i>PIO Director, OSDS Head, Admission Services Unit</i>
	1.2 Tags qualifier and or allowed waitlisted in OPAS.	None	2 minutes	<i>Admission Services Unit Head through ICT Director and staff</i>
	1.3 Allows qualified enrollees to pre-register for enrolment.	None	2 minutes	<i>Admission Services Unit Head through ICT Director and staff</i>
2. Login your user credentials in OPAS and proceed to the completion page to view your obtained admission rating.	2. Assist the student-applicant who cannot access their account.	None	2 minutes	<i>Campus Admissions Coordinator or Admissions Staff</i>
3. Qualified freshman who intends to enroll to the University, pre-register for enrolment through OPAS to confirm your enrolment slot and to download and print admission slip for enrolment. Waitlisted can only be accommodated based on the availability of slots and in accordance to rank. Qualified transferees , pre-register for enrolment through OPAS to download and print your admission slip, then proceed to the College Dean of your respective program for	3.1 Prepares log sheet for enrolment per program based on the pre-registered enrollees.	None	15 minutes	<i>Campus Admissions Coordinator or Admissions Staff</i>
	3.2 Evaluates grades and accreditation of subjects to identify the applicant's year	None	15 minutes	<i>College Dean of the respective program</i>

evaluation and year level classification. Accommodation for enrolment is still subject for the availability of slot of the program and the identified year level of the transferee applicant by the respective program College Dean.	level classification.			
	3.3 Monitors availability of slots for waitlisted.	None	2 minutes	<i>Admission Services Unit Head, Campus Admissions Coordinator and Staff</i>
	3.4 Notify accommodated waitlisted if slots are identified and allows to pre-register for enrolment to finally download and print admission slip by the qualified enrollees.	None	2 minutes	<i>Admission Services Unit Head, Campus Admissions Coordinator and Staff</i>
	3.3 Collects customer feedbacks for continual improvement.	None	3 minutes	<i>Director, OSDS Head, Admission Services Unit</i>
TOTAL PROCESSING TIME			45 minutes	

3.3 For Graduate School Applicant

Office/Division:	Admission Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government-to-Citizen			
Who may avail:	Student-applicant – a student-applicant who took the admission test or entrance exam given by the University			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Verifies test results through the registered email address (the email address declared during the registration process).	1.1 Sent email notification of results with enrolment advice.	None	5 minutes	<i>Head, Admission Services Unit and Staff</i>
2. Prepares requirements for enrolment.	2. Endorse list of qualified enrollees to the Dean of Graduate School and Registrar.	None	5 minutes	<i>Head, Admission Services Unit and Staff</i>
3. Fill out the customer satisfaction survey form from the link provided in the email notification of result.	3. Collect customer feedbacks for continual improvement.	None	5 minutes	<i>Director, OSDS Head, Admission Services Unit</i>
TOTAL PROCESSING TIME			15 minutes	



**Office of the University Registrar
External Services**

1. ENROLLMENT

The Sorsogon State University caters different modes of enrollment as follows:

1.1. ONLINE ENROLLMENT

Online enrollment is one of the registration modes. The office of the Registrar assists students who want to enroll Online at Sorsogon State University using the link <https://icloudph.com/sorsu/sias/>.

Office/Division:	Office of the Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government-to-Citizen			
Who may avail:	All students currently enrolled at Sorsogon State University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Enroll in the Student Information and Accounting System (SIAS).	None	None (For qualified students in the Free Higher Education-FHE)	5 minutes	<i>Student</i>
2. Download the copy of the Certificate of Registration using SIAS Account * For Non FHE proceed to step 3	None	None (For qualified students in the FHE) For Non-FHE Tuition fee – Php 150/unit Misc. Fee Old – Php 310 Misc. Fee New – Php 555	2 minutes	<i>Students</i>
3. Pay the required fees, present the Certificate of Registration.	3. Issue the Official Receipt.	Tuition fee – Php 150/unit Misc. Fee Old – Php 310 Misc. Fee New – Php 555	3 minutes	<i>Cashier Office of the Cashier</i>
	TOTAL:		10 minutes	

1.2. REGISTRAR-ASSISTED ENROLLMENT

1.2.1 FOR INCOMING FIRST YEAR

Registrar Assisted enrollment is one of the registration modes of enrollment. The office of the Registrar assists a freshmen student who submitted the complete enrollment requirements in Sorsogon State University.

Office/Division:	Office of the Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government-to-Citizen			
Who may avail:	All Incoming first-year tertiary students who passed the admission test and qualified for enrolment.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Admission Test Result (1 original)		Email from the Admission Office		
SF9/Report Card (1 original)		Last School Attended – Registrar's Office		
Certificate of Good Moral Character (1 original)		Last School Attended – Registrar's Office		
2x2 latest ID Picture (1 original)		Photo Studio		
Birth Certificate issued by Philippine Statistics Authority (1 photocopy)		Philippine Statistics Authority		
Medical Test result (1 original)		Medical Laboratory / Clinic – Releasing		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements one week before the schedule of enrollment.	1.1 Accept the required documents and check for completeness.	None	5 minutes	<i>Registrar/ Staff</i>
	1.2 Enroll the student.	None	5 minutes	
	1.3 Send confirmation of enrollment to the student and advise to download the Certificate of Registration	None	2 minutes	
2. Download the Copy of Certificate of Registration (COR) using the SIAS.	None	None	3 minutes	<i>Registrar/Staff</i>
	TOTAL:		15 minutes	

1.2.2 FOR OLD STUDENT

Registrar Assisted enrollment is one of the registration modes of enrollment. The office of the Registrar assists a student who want to enroll through Registrar Assisted in Sorsogon State University by sending confirmation of enrollment through the official email of the Registrar's Office per college.

Office/Division:	Office of the Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government-to-Citizen			
Who may avail:	All students currently enrolled last semester at Sorsogon State University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Send Confirmation of enrollment at the official email of the College Registrar.	1. Accept the confirmation and enroll the student	None	8 minutes	<i>Registrar/ Staff</i>
2. Download the copy of the Certificate of Registration using SIAS Account	2. Send confirmation of enrollment to the student and advise to download the Certificate of Registration	None (For qualified students in the FHE)	2 minutes	<i>Registrar/Staff Students</i>
3. For Non Free Higher Education (FHE) Pay the required fees at the Cashier's officer by Showing the Certificate of Registration.	3. Issue Official Receipt	For Non-FHE Tuition fee – Php 150/unit Misc. Fee Old – Php 310 Misc. Fee New – Php 555	3 minutes	<i>Cashier</i>
	TOTAL		13 minutes	

1. 3 FACE TO FACE ENROLLMENT –

1.3.1 FOR TERTIARY TRANSFEREE RETURNEE, SHIFTER AND IRREGULAR TERTIARY STUDENTS

Face to Face enrollment is one of the registration modes of enrollment. The office of the Registrar assists a student who want Face to Face Enrollment in Sorsogon State University by visiting the Office of the Registrar office.

Office/Division:	Office of the Registrar
Classification:	Simple
Type of Transaction:	G2C – Government-to-Citizen
Who may avail:	All transferee students who passed the admission test and qualified for enrolment, returnee, shifter and irregular tertiary students previously enrolled at Sorsogon State University

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Transferee Students				
Admission Test Result (1 original)		Email from the Admission Office		
Certificate of Good Moral Character (1 original)		Last School Attended – Registrar's Office		
Official Transcript of Records or Certificate of Grades (1 original)		Last School Attended – Registrar's Office		
Honorable Dismissal (1 original)		Last School Attended – Registrar's Office		
Birth Certificate issued by Philippine Statistics Authority (1 photocopy)		Philippine Statistics Authority		
Medical Test result (1 original)		Medical Laboratory / Clinic – Releasing		
2x2 latest ID Picture (1 original)		Photo Studio		
1 Folder, long, white, paper		Store		
For Returnee				
None				
For Shifter				
Approved Shifting Form (1 original)		Last college attended – Registrar's Office		
Evaluation of Grades (1 original)		Last college attended – Registrar's Office		
For Irregular				
None				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements.	1.1 Check for completeness of the requirements.	None	5 minutes	<i>Registrar/ Staff</i>
	1.2 Evaluate and identify the subject to be credited and subject to be taken	None	10 minutes	<i>Dean</i>
	1.3 Enroll the student.	None	15 minutes	<i>Registrar/ Staff</i>
2. Download the Certificate of Registration	None	None	2 minutes	<i>Student</i>
3 For Non FHE Pay the required fees,	3. Issue the Official Receipt.	Tuition fee – Php 150/unit	3 minutes	<i>Cashier</i>

present the Certificate of Registration.		Misc. Fee Old – Php 310 Misc. Fee New – Php 555		
	TOTAL:		35 minutes	

Enrollment for Transferee, shifter, returnee, and irregular students qualified for multi-stage processing.

1.3.2. FOR NEW GRADUATE SCHOOL STUDENTS

The office of the University Registrar provides assistance to a student who wants to enroll in Sorsogon State University – Graduate School.

Office/Division:	Office of the Registrar
Classification:	Simple
Type of Transaction:	G2C – Government-to-Citizen
Who may avail:	All new graduate school students who passed the admission test and qualified for enrolment.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Admission Test Result (1 original)	Email from the Admission Office
Official Transcript of Records (1 original)	Last School Attended – Registrar's Office
Honorable Dismissal (1 original)	Last School Attended – Registrar's Office
2x2 latest ID Picture (1 original)	Photo Studio
Marriage Certificate for Women (1 photocopy)	Civil Registry
Medical Test result (1 original)	Medical Laboratory / Clinic – Releasing

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements prior to enrollment.	1. Check the completeness of the required documents.	None	5 minutes	<i>Registrar/Staff</i>
2. Request for Pre-enrolment form in the Graduate School Office.	2. Issuance of Pre-enrolment form.	None	3 minutes	<i>Dean's Staff</i>
3. Choose the available subjects in the Graduate School Bulletin Board.	3. Post the available subjects in the Graduate School Bulletin Board.	None	5 minutes	<i>Dean's Staff</i>
4. Submit the Pre-enrolment form.	4. Evaluate and sign the Pre-enrolment form.	None	3 minutes	<i>Program Chair</i>
5. Submit the signed Pre-enrolment form.	5. Enroll the student.	None	5 minutes	<i>Registrar/Staff</i>

6. Accept the Certificate of Registration.	6. Print and Issue the Certificate of Registration.	None	3 minutes	Registrar/Staff
7. Pay the required fees at the Cashier, present the Certificate of Registration.	7. Issue the Official Receipt.	Master Tuition Fee – Php 800/unit Doctoral Tuition Fee – Php 1200/unit Misc. Fee – Php 2150	3 minutes	Cashier
8. Submit the Certificate of Registration.	8. Sign the Certificate of Registration.	None	3 minutes	Registrar/Staff
9. Accept the signed Certificate of Registration.	9. Release the Certificate of Registration to the client.	None	3 minutes	Registrar/Staff
	TOTAL:		33 minutes	

2. PROCESSING OF REQUEST FOR ACADEMIC FORMS

This service refers to one of the functions of Registrar. The office of the Registrar assists a student who want to request for Academic Forms in Sorsogon State University.

Office/Division:	Office of the Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government-to-Citizen			
Who may avail:	Students who are presently enrolled at Sorsogon State University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid ID (1 original)		Respective ID User		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID at the respective College Registrar	1. Verify the student's record.	None	3 minutes	Registrar/Staff
2. Fill out the Request Form.	2. Issue the Request Form.	None	3 minutes	Registrar/Staff
3. Pay the required fees.	3. Issue the Official Receipt.	Adding form – Php 50 Changing form - Php50 Completion form – Php 50 Dropping form - Php50 Withdrawal Form – Php100	3 minutes	Cashier

		Form for Shifting course - Php100 Form for Cross Enrollment – None Form for Leave of Absence – none Form for Overloading units – none Form for Subject Substitution – none Form for Waiver pre-requisite – none		
4. Present the proof of payment	4.1 Prepare the requested document	None	3 minutes	<i>Registrar/Staff</i>
	4.2 Record the transaction in the Digitalized Logbook	None	2 minutes	<i>Registrar/Staff</i>
5. Receive the requested documents.	5. Issue the requested documents.	None	2 minutes	<i>Registrar/Staff</i>
	TOTAL:		16 minutes	

3. APPLICATION FOR GRADUATION

This service refers to one of the functions of Registrar. The office of the Registrar assists qualified students who want to apply as candidates for graduation in Sorsogon State University.

Office/Division:	Office of the Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government-to-Citizen			
Who may avail:	Students who are enrolled as 4th or 5th year college and Graduate Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student ID (1 original)		ICT Office – Front Desk		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for Application for Graduation and Evaluation of Grades at the Registrar's office	1. Check student name in the List of candidates for graduation.	None	3 minutes	Registrar/Staff
2. Fill out the request form.	2. Issuance of request form for evaluation of grades.	None	3 minutes	Registrar/Staff
3. Pay the required fees at the Office of the Cashier.	3. Acceptance of payment and issuance of Official Receipt	Undergrad Evaluation of Grades – Php 15/page Graduate School- 100.00	3 minutes	Cashier
4. Return to the Office of the respective College Registrar for the processing and release of Application for Graduation and Evaluation of Grades.	4.1 Check the Official Receipt	None	10 minutes	Registrar/Staff
	4.2 Release the Application for Graduation and Evaluation of Grades.	None	3 minutes	
5. Submit the application for graduation.	5. Sign in the application for graduation.	None	15 minutes	Instructors of the enrolled subjects for the last semester Registrar Dean Campus Director

6. Submit the application for graduation	6. Receive and record the application for graduation	None	3 minutes	<i>Registrar/Staff</i>
	TOTAL		40 Minutes	

Application for Graduation qualified for multi-stage processing.

4. REQUEST FOR STUDENT RECORDS

This service refers to one of the functions of Registrar. The Office of the University Registrar provides assistance to a student or alumni who wants to request for their student records. This process covers from request to release of students records.

Office/Division:	Office of the Registrar
Classification:	Complex
Type of Transaction:	G2C – Government-to-Citizen
Who may avail:	Graduates of Sorsogon State University. Students who are presently enrolled at Sorsogon State University. Students who dropped/stopped their secondary education/ college education and graduate education at Sorsogon State University.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance (1 original)		Registrar		
Valid ID		Respective ID Issuer		
Documentary Stamp		BIR Office		
Special Power of Attorney		Citizen or Client Being Represented		
2 x 2 Picture (If necessary)		Photo Studio		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit clearance at the respective Registrar's Office	1. Verify the student's record.	None	5 minutes	<i>Registrar/Staff</i>
2. Fill out the Request Form.	2. Issue the Request Form.	None	5 minutes	<i>Registrar/Staff</i>
3. Pay the required fees.	3. Issue the Official Receipt.	For Undergraduate TOR - Php 50.00/page For Graduate School TOR - Php 200/page For CAV - Php 80 For Restructured Diploma - Php 100 For Authentication Fee - Php 5/page For Certification Fee - Php 25 For Evaluation of Grades - Php 15	3 minutes	<i>Cashier</i>

		For Honorable Dismissal - Php 25 For Form 137- Php 50 For Correction of Personal Data - Php 60 EXPRESS LANE: For TOR - Php250/page For Certification, Authentication and Verification(CAV) - Php160 For all Certification - Php100		
4. Return to respective Registrar's Office for the processing and release of the requested credential.	4. Check the requirements and the Official Receipt	None	3 minutes	<i>Registrar/Staff</i>
	4.1 Encode the request in the Digitalized Logsheet	None	2 minutes	<i>Registrar/Staff</i>
5. Accept the claim stub.	5. Issue the claim stub and provide the estimated time for the availability of the documents.	None	For TOR – 10 days, For other certifications - 3 days, Authentication – 10 minutes For Express – 1 day	<i>Registrar/Staff</i>
6. Present the claim stub and valid ID.	6.1 Check the claim stub.	None	4 minutes	<i>Registrar/Staff</i>
	6.2 Encode the valid ID number in the Digitalized Logbook.	None	2 minutes	<i>Registrar/Staff</i>
7. Accept the requested credentials.	7. Release the requested credentials.	None	3 minutes	<i>Registrar/Staff</i>
	TOTAL:		For TOR – 10 days, 26 minutes For other certifications - 3 days, 26 minutes	

			Authentication – 36 minutes For Express – 1 day and 36 minutes	
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Scholarship and Financial Assistance Unit
External Services

1. ISSUANCE OF APPLICATION FORM FOR SCHOLARSHIP AND FINANCIAL ASSISTANCE

The Scholarship and Financial Assistance Services Unit provides aid to students who wants to apply for scholarship and financial assistance.

Office/Division:	Scholarship and Financial Assistance Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government-to-Citizen			
Who may avail:	Students who are enrolled at the University.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form (1 original)		Scholarship and Financial Assistance Services Office		
Certificate of Registration (1 original)		Registrar's Office		
Certificate of Grades (1 original)		Registrar's Office		
Certificate of Good Moral Character (1 original)		Guidance and Counseling Office		
Certificate of Indigency (1 original)		Place of Residence (Barangay)		
School ID (1 original)		Management Information System Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure application form	Issue the application form to student applicant and discuss the needed documentary requirements.	None	5 minute	Scholarship Staff/Coordinator
2. Register and fill-out the logbook.	Ask the student to fill-out the logbook.	None	2 minutes	Scholarship Staff/Coordinator
	TOTAL:		7 minutes	

2. SUBMISSION OF DOCUMENTARY REQUIREMENTS

The Scholarship and Financial Assistance Services Unit assists in facilitating the submission of documentary requirements of the student applicants, scholars, and grantees.

Office/Division:	Scholarship and Financial Assistance Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government-to-Citizen			
Who may avail:	Students who are enrolled at the University.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application Form (1 original)		Scholarship and Financial Assistance Services Office		
Certificate of Registration (1 original)		Registrar's Office		
Certificate of Grades (1 original)		Registrar's Office		
Certificate of Good Moral Character (1 original)		Guidance and Counseling Office		
Certificate of Indigency (1 original)		Place of Residence (Barangay)		
School ID (1 original)		Management Information System Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inquire the documentary requirements for submission.	Inform the student applicants, scholars and grantees of the documentary requirements to be submitted.	None	2 minutes	Scholarship Staff/Coordinator
2. Secure the documentary requirement	Advise the applicants to submit the requirements timely and completely.	None	2 minutes	Scholarship Staff/Coordinator
3. Submits the documentary requirements	Collects and validates the submitted requirements using the Checklist of Documentary Requirements.	None	5 minutes	Scholarship Staff/Coordinator
4. Register and fill-out the logbook.	Ask the applicant to sign in the logbook.	None	2 minutes	Scholarship Staff/Coordinator
	TOTAL		11 minutes	

3. FACILITATE THE RELEASE OF FINANCIAL ASSISTANCE AND SCHOLARSHIP GRANT

The Scholarship and Financial Assistance Services Unit assists in facilitating the submission of documentary requirements of the student applicants, scholars, and grantees.

Office/Division:	Scholarship and Financial Assistance Services Unit
Classification:	Simple
Type of Transaction:	G2C – Government-to-Citizen
Who may avail:	Students who are enrolled at the University.

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
School ID		Management Information System Office
Signed authorization letter		Scholars/Grantees
Authorized Representative's Copy of any Valid ID		Scholars/Grantees

CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receives notice of release of financial assistance.	1. Announces the schedule of release of the financial assistance and scholarship grant and the documentary requirements to be submitted.	None	2 minutes	Scholarship Staff/Coordinator
2. Submit the documentary requirements	2.1 Receive the documentary requirements	None	2 minutes	Scholarship Staff/Coordinator
	2.2 Prepare and process the payroll	None	2 days	Scholarship Staff/Coordinator
3. Signs payroll	3. Advise the scholars and grantees sign the payroll.	None	3 minutes	Scholarship Staff/Coordinator
4. Receives financial assistance/grant	4. Release of financial assistance/grants	None	2 minutes	Cashier Scholarship Staff/Coordinator
	TOTAL		11 minutes	

4. ISSUANCE OF CERTIFICATE THAT A STUDENT IS NOT A RECIPIENT OF SCHOLARSHIP/FINANCIAL ASSISTANCE AND OTHER GRANTS

The Scholarship and Financial Assistance Services Unit provides a certification of no scholarship and not a recipient of Tertiary Education Subsidy (TES) requested by the students.

Office/Division:	Scholarship and Financial Assistance Services Unit
Classification:	Simple
Type of Transaction:	G2C – Government-to-Citizen
Who may avail:	Students who are enrolled at the University.

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
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School ID	Management Information System Office
Certificate of Registration (1 Original)	Registrar's Office

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for certification	1. Determine the type of certification being requested	None	2 minutes	Scholarship Staff/Coordinator
2. Pay certification fee	2. Issue official receipt	25.00	3 minutes	Cashier
3. Present official receipt	3.1 Prepare the certification.	None	2 minutes	Scholarship Staff/Coordinator
	3.2 Record in the logbook	None	2 minutes	Scholarship Staff/Coordinator
4. Receive the certification	4. Issue the requested certification to the student.	None	2 minutes	Scholarship Staff/Coordinator
	TOTAL		11 minutes	



Guidance and Counseling Unit
External Services

1. INTAKE INTERVIEW CONSULTATION

The Guidance and Counseling Office offers intake interview and consultation services to all students. The purpose of this session is to understand the individual's concerns and current circumstances with the goal of facilitating positive changes. If necessary, follow-up counseling sessions will be arranged. This process covers from receiving the client for the interview to the submission of monitoring forms.

Office/Division:	Office of the Student Development and Services- Guidance and Counseling Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government-to-Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Registration/Identification Card		ICT/Faculty		
Filled out Referral form		Guidance and Counseling Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Registration at the log sheet	Have the client write the information in the log sheet	None	1 minute	Guidance Counselor/in Charge
2.Fill-out of Intake Interview form	Issue the Intake Interview Form to the client, explain its content and then have the client fill it out.	None	10 minutes	Guidance Counselor/in Charge
3.Attend to the intake interview/ counseling session Note the date for the follow-up session, if needed	Conduct the intake interview/session at the end of the session, the Guidance Counselor /In Charge will notify the client whether the session is closed or if follow-up is needed. If Follow-up is required, the scheduled date will be noted in the logsheet.	None	1 hour and 25 minutes	Guidance Counselor/in Charge
4.Fill out and insert the accomplished monitoring and evaluation forms in the feedback box	Issue and have the client submit the completed monitoring and evaluation forms by placing them in the feedback box themselves.	None	2 minutes	Guidance Counselor/in Charge
	TOTAL:		1 hour, 43 minutes	

2. ISSUANCE OF CERTIFICATE OF GOOD MORAL CHARACTER (CGMC)

The Guidance and Counseling Office issues (CGMC) to students and graduates specific to On-the Job training/apprenticeship, scholarship and financial assistance, employment, board examination, enrolment and reference.

Office/Division:	Office of the Student Development and Services- Guidance and Counseling Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government-to-Citizen			
Who may avail:	Students/ Alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Documentary Stamp		Bureau of Internal Revenue (BIR)		
Official Receipt		SorSU Cashier's Office		
Filled out Request for CGMC Form if for transferred out filled out Exit Interview form		Guidance and Counselling Office		
Certificate of Registration/Identification Card		ICT/Student		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to pay the CGMC fee at the Cashier's Office	Receive the amount and issue an official receipt	Php25- College/ Laboratory High School Php100- Graduate School	5 minutes	Cashier
2. Proceed to the Guidance and Counseling Office, present the official receipt and the documentary stamp	Check the official receipt and receive the presented documentary stamp	None	1 minute	Guidance Counselor/in Charge /Psychometrician/Administrative Aide
3. Registration at the Request for Certificate of Good moral Character Form Logbook	Have the client write the information in the log sheet	None	2 minutes	Guidance Counselor/in Charge /Psychometrician/Administrative Aide
4. Fill-out request for Certificate of Good Moral Character form For Transferring out, fill-out the	Issue and retrieve the filled-out request for Certificate of Good Moral Character	None	2 minutes/ 23mins Fillingout / Interview	Guidance Counselor/in Charge /Psychometrician

Exit Interview Form and attend the Exit interview	form For Transferring out ,issue the Exit Interview Form then conduct the Exit interview			
5.Wait at the designated waiting area	Prepare the Certificate of Good Moral Character	None	3 minutes	Guidance Counselor/in Charge /Psychometrician/Administrative Aide
5.Fill and submit the accomplished monitoring and evaluation forms	Issue and have the client submit the completed monitoring and evaluation forms by placing them in the feedback box themselves.	None	2 minutes	Guidance Counselor/in Charge /Psychometrician/Administrative Aide
	TOTAL:		38 minutes	

3. REFERRAL SERVICES

The Guidance and Counseling Services provides 1 referral services, which involves assisting referred clients in obtaining appropriate interventions to address their pressing concerns and needs through the referring person. This service covers the process from the presentation of the referral form to the submission of the completed monitoring forms.

Office/Division:	Office of the Student Development and Services - Guidance and Counseling Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government-to-Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Certificate of Registration/Identification Card		ICT/Faculty		
Filled out Referral form		Guidance and Counseling Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Report /visit the Guidance and Counseling Office	Have the referring person write the information in the log sheet	None	2 minutes	Guidance Counselor/in Charge

2. Fill out and submit the Referral form	Receive and keep the accomplished Referral form.	None	3 minutes	Guidance Counselor/in Charge
3. Attend and participate in a short meeting with the Guidance Counselor/in Charge	3.1 Conduct a short conference with the client 3.2 Refer the client to Psychiatrist or Psychologist.	None	1 hour 10 minutes	Guidance Counselor/in Charge
4. Fill-out and submit the accomplished monitoring and evaluation forms	Monitor the status of the client	None	5 minutes	Guidance Counselor/in Charge
	TOTAL:		1 hour & 20 minutes	



Guidance and Counseling Unit
Internal Services

1. REFERRAL SERVICES

The Guidance and Counseling Services provides 1 referral services, which involves assisting referred clients in obtaining appropriate interventions to address their pressing concerns and needs through the referring person. This service covers the process from the presentation of the referral form to the submission of the completed monitoring forms.

Office/Division:	Office of the Student Development and Services - Guidance and Counseling Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government-to-Citizen			
Who may avail:	Faculty and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Office ID	Faculty/Non-Teaching Personnel			
Filled out Referral form	Guidance and Counseling Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Report /visit the Guidance and Counseling Office	Have the referring person write the information in the log sheet	None	2 minutes	Guidance Counselor/in Charge
2. Fill out and submit the Referral form	Receive and keep the accomplished Referral form.	None	3 minutes	Guidance Counselor/in Charge
3. Attend and participate in a short meeting with the Guidance Counselor/in Charge	3.1 Conduct a short conference with the client	None	1 hour	Guidance Counselor/in Charge
	3.2 Refer the client to Psychiatrist or Psychologist.		10 minutes	
4. Fill-out and submit the accomplished monitoring and evaluation forms	Monitor the status of the client	None	5 minutes	Guidance Counselor/in Charge
	TOTAL:		1 hour & 20 minutes	



Library Services Office
External Services

1. APPLICATION OF LIBRARY CARD

Officially enrolled students shall apply for a library card to access library services. To facilitate and provide students' access to the library collection and services.

Office/Division:	SorSU Library			
Classification:	Simple			
Type of Transaction:	G2C – Government-to-Citizen			
Who may avail:	Sorsogon State University Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Valid School ID or Certificate of Registration		Client		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Present a validated school ID or current registration form.	Verifies the authenticity of the document presented	None	2 minutes	Librarian / Library staff
Accomplish the application.	Review the correctness of the accomplished form	None	3 minutes	Librarian / Library staff
Received the library card.	Issue the card and record in the logbook.	None	1 minute	Librarian / Library staff
	TOTAL:		6 minutes	

2. INTERNET ACCESS

Provides users with one and half hour access to the internet and the library's digital resources for their research.

Office/Division:	SorSU Library			
Classification:	Simple			
Type of Transaction:	G2C – Government-to-Citizen			
Who may avail:	Sorsogon State University Students & Visiting Researchers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library card / Valid ID		Client		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Presents validated library card	Permits access	None	2 minutes	Librarian / Library Staff
Registers name in the log book.	Give access to e-library and electronic resources	None	30 mins – 1 ½ hours access	Librarian / Library Staff

	TOTAL:		32 mins – 1 ½ hours access	
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3. ONLINE REFERENCE ASSISTANCE

Manages clients' inquiries and virtual reference services. It offers guidance on how to use library resources effectively and efficiently.

Office/Division:	Sorsogon State University Library
Classification:	Simple
Type of Transaction:	G2C – Government-to-Citizen
Who may avail:	Sorsogon State University Students

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library card / Valid ID		Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Library users may send their queries through the SorSU Library FB page. Any library staff on duty may respond.	Responses to library queries and concerns.	None	5 minutes	Librarian / Library Staff
	TOTAL:		5 minutes	



Library Services Office
Internal Services

1. LIBRARY CIRCULATION

Patrons borrow and return materials. This process includes checking in items, updating their status, and making them available for other patrons.

Office/Division:	SorSU Library			
Classification:	Simple			
Type of Transaction:	G2C – Government-to-Citizen			
Who may avail:	Sorsogon State University Faculty and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Library card / Valid ID	Client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
BORROWING				
The client inquires about the availability of books in the online public access catalog (OPAC).	Library staff assists the client.	None	2 minutes	Librarian / Library staff
The client/librarian locates the book on the shelves.	Library staff assists the client.	None	3 minutes	Librarian / Library staff
The client presents his / her library card and book/s to be borrowed to the librarian/library staff.	Librarian / Library staff checks the book and its book card.	None	1 minutes	Librarian / Library staff
Client signs the book card and gets the book/s he/she is borrowing.	The librarian /library staff files the book card and the client's library card.	None	2 minutes	Librarian / Library staff
	TOTAL:		8 minutes	



**Health Services Unit
External Services**

1. NURSING INTERVENTION

The Health Services Unit (HSU) offers quality medical and dental Services to students. It provides effective and systematic health care to its clients in pursuit of holistic growth and development.

Office/Division:	OSDS/Health Service			
Classification:	Simple			
Type of Transaction:	G2C – Government-to-Citizen			
Who may avail:	Student-client – Any student who is officially enrolled in the present semester/school year.			
SERVICE SCHEDULE	Monday-Friday (8 am – 5 pm)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Student ID	From the student-client			
2. Registration Form	From the student-client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid identification requirement. Fill out the logbook.	1. Present logbook, validate identification, retrieve client's record, ask the chief complaint, check and record vital signs. Prioritize PWD, pregnant and patients with more serious condition	None	10 minutes	Nurse
Receive initial care, treatment and follow instructions.	2. Formulate nursing diagnosis, render prompt initial care and treatment. Decide whether to send client back to class/home, kept at the clinic to rest and observation or bring to the hospital in case of emergency.	None	20 minutes	Nurse
Fill out client feedback form. Go back to class.	3. Ask client to fill-out client's feedback form. Advise client to go back to class.	None	10 minutes	Nurse
2. In case of Clients that needs to rest and for observation: 4.1 Stay in the clinic to rest and to be observe. Go back to class after recovery.	4. In case of Clients that needs to rest and for observation: 4.1 Allow the client to rest and observe. Discharge client and advise to go back to class after recovery. Keep record of treatments.	None	1-3 hours	Nurse

<p>3. In case of Clients that needs to be sent home: 5.1 Wait in the clinic for the parent/guardian to arrive.</p>	<p>5. In case of Clients that needs to be sent home: 5.1 Inform Parents/guardian to fetch their son/daughter 5.2 Wait for the parents to arrive, endorse client to parent and keep record of treatment.</p>	None	1-2 hours	Nurse
<p>4. In case of emergency: 6.1 Receive first aid treatment</p>	<p>6. In case of emergency: 6.1 Give first aid treatment. 6.2 Call 911 and accompany the client to nearest hospital 6.3 Inform parents immediately 6.4 Endorse client to ER personnel. 6.5 Update the parents/guardian 6.6 Monitor the client.</p>	None	30 minutes – 1 hour	Nurse
	<p>TOTAL PROCESSING TIME: - Client sent back to class - In case client needs to rest and for observation in the clinic - In case of Emergency</p>		<p>40minutes 1-3 hours 30 minutes – 1hour</p>	

2. MEDICAL AND DENTAL CONSULTATION

The Health Services Unit (HSU) offers quality medical and dental Services to students. It provides effective and systematic health care to its clients in pursuit of holistic growth and development.

Office/Division:	OSDS/Health Services
Classification:	Simple
Type of Transaction:	G2C – Government-to-Citizen
Who may avail:	Student-client – Any student who is officially enrolled in the present semester/school year.

SERVICE SCHEDULE	Medical consultation: Monday-Friday except Thursday (1pm – 2 pm) Main campus	Thursday- Other campuses		
	Dental consultation: Monday- Wednesday (8am- 5pm) Friday (1pm- 5pm) Main campus	Thursday- Other campuses Friday (8am-12 noon) Baribag campus		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1.	Valid Student ID	From the student-client		
2.	Registration Form	From the student-client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid identification requirement. Fill out the logbook.	1. Present logbook, validate identification, retrieve client's record, ask the chief complaint, check and record vital signs. Relays client to medical or dental officer. Prioritize PWD, pregnant and patients with more serious condition.	None	10 minutes	Nurse
Receive medical/dental evaluation and prescription.	2. Assess/evaluate client who seek medical/dental consultation, perform diagnostic procedure, prescribe medication and health education. Refer client to specialist if needed.	None	20 minutes	Medical/ Dental Officer
Receive prescribed medication. Sign medicine dispensed form and follow instruction.	3. Dispense prescribed medicines, let client sign the Medicine Dispensed Form and instruct the client on how to take prescribed medications.	None	10 minutes	Nurse
Fill-out client feedback form and receive referral form if needed	4. Ask client to fill-out Client's Feedback Form and give referral letter to specialists for further treatment and evaluation if needed.	None	10 minutes	Nurse
	TOTAL PROCESSING TIME		50 Minutes	

3. TOOTH EXTRACTION

The Health Services Unit (HSU) offers quality medical and dental Services to students. It provides effective and systematic health care to its clients in pursuit of holistic growth and development.

Office/Division:	OSDS/Health Services			
Classification:	Simple			
Type of Transaction:	G2C – Government-to-Citizen			
Who may avail:	Student-client – Any student who is officially enrolled in the present semester/school year.			
SERVICE SCHEDULE	Monday- Wednesday (8am- 5pm) Friday (1pm-5pm) Main campus Thursday- Other campuses Friday (8am-12 noon) Baribag campus			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Student ID	From the student-client			
2. Registration Form	From the student-client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid identification requirement. Fill out the logbook.	1.Present logbook, validate identification, retrieve client's record, ask for chief complaint, check and record vital signs. Relay client dental officer. Prioritize PWD, pregnant and patients with more serious condition.	None	10 minutes	Nurse
2. Receive evaluation, diagnostic procedure. and submit for tooth extraction.	2.Assess/evaluate the client's vital signs, performs diagnostic procedure, skin testing if needed, perform tooth extraction. Refer client to medical or dental specialists if needed	None	40 minutes	Dental Officer
3. Receive prescribed medication, sign the Dental Extraction Log sheet and Medicine Dispensed Form. Fill -out Customer Feedback Form and receive referral form if referred to specialists.	3.Dispense prescribed medicines, let client sign the Medicine Dispensed Form and Dental Extraction Log sheet. Instruct the client on how to take prescribed medication. Release referral form. Ask client to fill-out	None	10 minutes	Nurse/

	Client's Feedback Form.			
	TOTAL PROCESSING TIME		1 hour	

4. ISSUANCE OF MEDICAL EXAMINATION RESULT

The Health Services Unit (HSU) offers quality medical and dental Services to students. It provides effective and systematic health care to its clients in pursuit of holistic growth and development.

Office/Division:	Health Services Unit			
Classification:	Complex			
Type of Transaction:	G2C – Government-to-Citizen			
Who may avail:	Student-client – Any student who is officially enrolled in the present semester/school year.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Student ID		From the student-client		
2. Registration Form		From the student-client		
3. Medical certificate		From the student-client		
4. Medical laboratory results		From the student-client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid identification requirement, fill out logbook and get medical examination form.	1. Present logbook, validate identification, let client sign the logbook and give 2 copies of medical examination form.	None	10 minutes	Nurse
2. Fill out Medical Examination Form and attach original copies of results of medical laboratory requirements.	2. Receive filled out medical examination form, evaluate attached laboratory results, obtain comprehensive information about the client's medical history, check and record vital signs and submit records to Medical Officer.	None	20 minutes	Nurse
3. Receive evaluation/ diagnostic and treatment procedures and referral if needed.	3. Assess the client, evaluate laboratory results, perform diagnostic procedures, treatment and health education. Record the findings. Refer clients with medical concern to	None	20 minutes	Medical Officer

	specialists for treatment and additional laboratory tests/ procedure if needed..			
4. Receive Medical Examination Result and fill out customer feedback form if NO medical findings.	4. Release medical examination result and original copies of laboratory results. Keep duplicate copies for record keeping.	None	10 minutes	Nurse
In case of medical findings: 5 Positive for PTB- 5.1 Receives referral, listen and understand the instructions of what to do and where to go for further treatment and additional laboratory tests/ procedure requested. 5.2 Submit results of additional lab. test / copy of treatment records and medical certificate from attending physician	In case of medical findings: 5 Positive for PTB- 5.1 Refer client to any DOH-TB DOT Program for treatment. Explains/educate the client on what to do and where to go to undergo treatment. 5.2 Inform ILDO concerned for OJT students and coordinator of practice teaching for education students who will undergo practice teaching 5.3 Release Medical examination result to client after receipt of copies of treatment records and complying all other the required treatment and laboratory tests/ procedures. Keep records of treatment.	None None None None	1month	Medical officer/ Nurse Medical Officer/ Nurse Medical Officer/ Nurse Medical Officer/Nurse Medical Officer/ Nurse
6. Urinary Tract Infection – 6.1 Receive prescribed	6. Urinary Tract Infection – - Prescribe medication			

<p>medication and follow Instructions: 6.2 Receive and take medication for 1 week. 6.3 Submit urinalysis result after 1 week of treatment. 6.4 Receives Medical Examination Result</p>	<p>6.1 Notify ILDO concerned. 6.2 Dispense medication for 1 week, advise to drink 8 or more glasses of water/day and repeat urinalysis after 1 week of treatment. 6.3 Release Medical examination result to client after receipt of copy of negative result of repeat urinalysis. Keep records of treatment</p>	<p>None</p>	<p>1 week</p>	<p>Medical officer Nurse</p>
<p>7. Hepatitis B 7.1 Receive referral, listen and understand to instructions on what to do and where to go for treatment and laboratory tests to comply. 7.2 Submit copy of laboratory results and medical certificate from attending physician indicating the client is non-infectious and physically fit to enroll.</p>	<p>7. Hepatitis B 7.1 Explain to client the medical condition, what are the DO'S and DON'TS. Refer client to medical specialist of choice for treatment. 7.2 Receive medical certificate issued by the attending physician. Release the medical examination result to the client. Keep records of treatment.</p>	<p>None</p>	<p>1 week</p>	<p>Medical officer Nurse</p>
	<p>TOTAL PROCESSING TIME: No Findings PTB UTI Hepatitis B</p>		<p>1 hour 1 month 1 week 1 week</p>	

Issuance of Medical Examination Results qualified for multi-stage processing.

5. RECEIVING AND ASSESSMENT OF MEDICAL REQUIREMENTS FOR ENROLLMENT OF INCOMING FRESHMEN/RETURNEES/TRANSFEREES

The Health Services Unit (HSU) offers quality medical and dental Services to students. It provides effective and systematic health care to its clients in pursuit of holistic growth and development.

Office/Division:	Health Services Unit			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government-to-Citizen			
Who may avail:	Student-client– Any student (freshman, returnee, transferee) who is qualified to enroll in the present semester/school year			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid copy of admission result for incoming freshman and transferee	From the student-client			
2. Valid copy of evaluation result issued by the concerned dean of the department	From the student-client			
3. Medical certificate	From the student-client			
4. X-ray result	From the student-client			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out logbook	1.Presents logbook	None	10 minutes	Nurse
2. Submit requirements for enrollment.	2. Receive and evaluate submitted requirements for enrollment.	None	10 minutes	Nurse
3. Receives admission slip with attached HSU STUB indicating compliance of medical requirements for enrollment.	3. Attach signed HSU STUB to admission slip indicating compliance of medical requirements for enrollment and instruct client to proceed to Guidance office. Keep submitted records for filing.	None	10 minutes	Nurse
In case of medical findings: 4.Positive for PTB – 4.1 -Receive referral, listen and understand the instructions of what to do and where to go for treatment and additional laboratory tests/ procedures requested. 4.2 Submit results of additional lab. test and copy of first	In case of medical findings: Inform the admission department and registrar to reserve the slot for the enrollee 4. Positive for PTB- 4.1-Refer client to any DOH-TB DOT Program for treatment. Explain/ educate the client on what to do and where to go to undergo treatment. 4.2 Release admission slip to	None	1 month	Medical officer Nurse

2 weeks of treatment record.	client with attach HSU STUB after receipt of copies of treatment records and compliance to all other required treatment and laboratory tests/ procedures. Keep records of treatment.			
	TOTAL PROCESSING TIME: With No Medical Findings Positive for PTB		30 minutes 1 month	



Safety and Security Services Unit

External Services

1. APPLICATION FOR VEHICLE PASS STICKER

To facilitate issuance of SorSU Vehicle Pass Sticker and ensure all requirements are met.

Office/Division:	Safety and Security Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government-to-Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Vehicle Pass Sticker Application Form, Log Book and Order of Payment		From the Safety and Security Services Office		
Documentary requirement's (1 Photocopy of Driver's License, OR, CR, School ID)		From the Client		
Official Receipt of payment		From the Cashier Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure & fill out Vehicle Pass Sticker Application Form, Log Book and Order of Payment then attach photocopy of OR, CR, Driver's license and School ID; submit to the Office of the Safety and Security Services Unit.	1.1. Checks the filled-out application form and if the attached requirements are complete and updated. 1.2. Approves the Order of Payment and return the OP to the client for payment at the cashier's office.	None	10 minutes	Head/ Coordinator, Safety and Security Services Unit
2. Claim approved Order of Payment from the Head/ Coordinator of Safety and Security Services Unit.	2. Advises client to pay the fees at the Cashier's Office.	None	1 minute	Head/ Coordinator, Safety and Security Services Unit
3. Present Order of Payment at the Cashier's Office and Pay the Fees	3. Cashier Office receives OP & client's payment and issues Official Receipt	Php. 30.00 (BOR # 52 s. 2008)	2 minutes	Personnel at Cashier Office
4. Present Official Receipt to Head/Coordinator of Safety & Security Services Unit	4. Checks the Vehicle and Issues Vehicle Pass Sticker	None	5 minutes	Head/Coordinator, Safety and Security Services Unit
5. Claim Vehicle Pass Sticker.	5. Attaches Sticker in the visible area of the vehicle.	None	2 minutes	Head/Coordinator, Safety and Security Services Unit
	TOTAL:		20 minutes	

2. ENDORSEMENT OF INSURANCE CLAIM

To facilitate and provide information about the requirements needed to claim insurance.

Office/Division:	Safety and Security Services Unit			
Classification:	Complex			
Type of Transaction:	G2C – Government-to-Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Blotter/Incident report, Medical Certificate, Laboratory Results, Pictures		From the Client		
Log Book		From the Safety and Security Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-out Log Sheet	1. Receive Client	None	1 minute	Head / Coordinator, Safety and Security Services Unit
2. Provide information on the nature of the request	2. Take note of the information	None	5 minutes	Head / Coordinator, Safety and Security Services Unit
3. Take note of the instruction on what documents needed to be submitted	3. Provide list of the needed documents	None	5 minutes	Head / Coordinator, Safety and Security Services Unit
4. Submit documents (Blotter, Medical Certificate, Laboratory results, Pictures)	4. Receive documents and review	None	3 days	Head / Coordinator, Safety and Security Services Unit
5. Wait for the endorsement to GSIS	5. Inform the client regarding the endorsement and provide copy of the endorsement letter.	None	10 minutes	Head / Coordinator, Safety and Security Services Unit
	TOTAL:		3 days, 21 minutes	

3. FACILITATING REPORTS AND CLAIMS OF LOST ITEMS

To log lost and found items within the University and facilitate in the claiming of said items.

Office/Division:	Safety and Security Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government-to-Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Log Book and Lost Property Form		From the Safety and Security Services Office		
ID card		From the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in and fill out Lost Property Form	1.1. Logs lost and found item/s and put the item/s that are found in the cabinet for security. 1.2 Endorses report to CD office to facilitate announcement at the Public Address System and review the footage of the CCTV Camera.	None	35 minutes	Head/Coordinator, Safety and Security Services Unit
2. Wait for the update of the reported lost item/s.	2. Wait for the update of the reported lost item/s is/are found.		2 days	Head/Coordinator, Safety and Security Services Unit
3. Claim Lost item/s.	3. Verifies the ownership of the item/s with claimants & logs item/s before releasing to its owner.		5 minutes	Safety and Security Services Unit
	TOTAL:		2 days, 40 minutes	

4. INCIDENT INVESTIGATION

To conduct initial investigation of incidents involving the University constituents, properties and provide a written report of the incident.

Office/Division:	Safety and Security Services Unit			
Classification:	Complex			
Type of Transaction:	G2C – Government-to-Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Security Incident Report Form		From the Safety and Security Services Office		
Log Book		From the Safety and Security Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in and fill out Security Incident report form and submit it to the office of the safety and security.	1.1. Conduct preliminary investigation including interview and gathering of evidences.	None	1 day	Head/Coordinator, Safety and Security Services Unit
	1.2. Make investigation report.		2 hours	Head/Coordinator, Safety and Security Services Unit
	1.3. File a Brgy. Blotter/Police report; if necessary / needed.		1 day	Barangay Officials, PNP Personnel
	1.4. Submit a copy of the report to the Office of the Campus Director for appropriate/ necessary action.		1 day	Campus Director
2. Request for a copy of the investigation report; if applicable.	2. Provide client a copy of the report; if needed.	None	20 minutes	PNP Personnel
	TOTAL:		3 days, 2 hours, 20 minutes	

5. PROVIDING SECURITY ASSISTANCE FOR OFFICIAL SCHOOL ACTIVITY

To provide security details upon request for official school activities.

Office/Division:	Safety and Security Services Unit			
Classification:	Simple			
Type of Transaction:	G2C – Government-to-Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Log Book and Application Form for Security Assistance		From the Safety and Security Services Office		
Letter approved by the Campus Director		From the Client		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in and fill out the application form for security assistance and attach letter approved by the CD and submit it to the office of the Safety and Security.	1. Check the completeness of the requirements and approves the application form.	None	5 minutes	Head/Coordinator, Safety and Security Services Unit
2. Claim approved form of request from the Head/Coordinator of Safety and Security Services Unit	2. Endorsed the approved application form to the chief of security personnel for appropriate action and provision of security assistance during the event/activities.	None	2 days	Head/Coordinator, Safety and Security Services Unit Security Personnel
	TOTAL:		2 days, 5 minutes	



Student Council Affairs

External Services

1. ACCREDITATION OF NEW STUDENT ORGANIZATIONS

Accreditation of a new organization evaluates and certifies student organizations, ensuring that they submit the required documents. This service includes evaluating the documents, validating compliance and issuance of certificate of accreditation/re-accreditation.

Office/Division:	Student Council Affairs Unit- Campus Level
Classification:	Complex
Type of Transaction:	G2C – Government-to-Citizen
Who may avail:	Students of Sorsogon State University

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Constitution and By-Laws	N/A (Student Org-Applicant)
List of Officers and Bio-Data	N/A (Student Org-Applicant)
List of Members with address, gender, course and year level	N/A (Student Org-Applicant)
Program of Activities/Action Plan	N/A (Student Org -Applicant)
Formal letter of Intent signed by at 20 student-members	N/A (Student Org-Applicant)

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents required for accreditation	Receive document	None	5 mins	Student Council Affairs Coordinator
2. Wait for the result of evaluation	Review and assess submitted documents	None	5 days	Student Council Affairs Coordinator
3. Receive the notice of recommendation from the SD Coordinator	Release notice of recommending approval	None	5 mins	Student Council Affairs Coordinator
4. Receive the notice of approval or disapproval from the Campus Director	Evaluate and Approve or Disapprove	None	2 days	Campus Director
	TOTAL:		7 days 10 minutes	

2. RE-ACCREDITATION OF NEW STUDENT ORGANIZATIONS

Re-accreditation service evaluates and certifies student organizations, ensuring that they submit the required documents. This service includes evaluating the documents, validating compliance and issuance of certificate of accreditation/re-accreditation.

Office/Division:	Student Council Affairs Unit- Campus Level
Classification:	Complex
Type of Transaction:	G2C – Government-to-Citizen
Who may avail:	Students of Sorsogon State University

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplishment Report of the preceding school year		Adviser/ Student Council Affairs Coordinator		
Amended Constitution and By-Laws if applicable		Adviser/ Student Council Affairs Coordinator		
List of Officers and members with address, gender, course and year level		Adviser/ Student Council Affairs Coordinator		
Financial Statement		Adviser/Student Org-Applicant		
Program of Activities/Action Plan		Not Applicable for Student Org –Applicant		
Evaluation of the Officers		Adviser/Student Council Affairs Coordinator		
Evaluation of activities undertaken		Adviser/Student Council Affairs Coordinator		
Copy of certificate of Ratings of officers in the previous semester		Registrar's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit documents required for accreditation	Receive document	None	5 mins	Student Council Affairs Coordinator
2. Wait for the result of evaluation	Review and assess submitted documents	None	5 days	Student Council Affairs Coordinator
3. Receive the notice of recommendation from the SD Coordinator	Release notice of recommending approval	None	5 mins	Student Council Affairs Coordinator
4. Receive the notice of approval or disapproval from the Campus Director	Evaluate and Approve or Disapprove	None	2 days	Campus Director
	TOTAL:		7 days 10 minutes	



National Service Training Program

External Services

1. ISSUANCE OF CERTIFICATE OF COMPLETION WITH SERIAL NUMBER

The National Service Training Program Office is responsible for facilitating the request for serial numbers of the graduates of the program. Moreover, the CHED Office issues serial numbers assigned to each graduate as per CMO No. 27, s. 2015. The issued serial number for each graduate shall be included in their certificate of completion, to be prepared and released by the NSTP Office.

Office/Division:	National Service Training Program
Classification:	Complex to Highly Technical
Type of Transaction:	G2C – Government-to-Citizen
Who may avail:	NSTP-Student-Graduate. Those students who completed the program either with an already assigned Serial Number or with no issued Serial Number

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Certificate of Grades (only for students with no assigned Serial Number)	Office of the Registrar

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Fill out the logbook	1. Request the student to fill out the logbook.	None	2 minutes	NSTP Director
2 Fill out the Request Form	2.1. Request the student to fill out the request form. 2.2. Check and look for the student's serial number. 2.3. Refer the student to the Registrar's Office, if there is no issued serial number assigned to the requestee.	None	3 minutes	NSTP Director
3 If there is already an assigned number, proceed to Step #8.	3. Proceed to Action # 8	None	See Step #8	NSTP Director
4 If there is no issued serial number, request a Certificate of Grades (COG) from the Registrar's Office.	4. Refer the student to see the Citizen Charter of the Registrar's Office. *Buy (2) documentary stamps	None	20 minutes 15 minutes	Registrar's Office BIR
5 Proceed to Cashier for payment.	5. The Cashier receives payment and issues an	P 25.00	20 minutes	Cashier's Office

	Official Receipt (OR).			
6 Receives the Certificate of Grades	6. The Registrar's Office releases the Certificate of Grades (COG).	None	5 days as per the Registrar's Citizen Charter	Registrar's Office
7 Submit the Certificate of Grades to the NSTP Office	7.1. Receives the Certificate of Grades. 7.2. Prepares the Prescribed Standard Data Fields. 7.3. Prepares a letter of request for an additional serial number 7.4. Request for travel 7.5. Submits the required documents for additional serial number application to CHEDRO V Office. 7.6. Receives the additional serial number from the CHEDRO V Office.	None	2 minutes 1 day 15 minutes 15 minutes as per the HRDM Office Citizen Charter 1 day 3 days As per the CHED Office Citizen's Charter	NSTP Director NSTP Campus Coordinators
8 Receives the certificate with a serial number (SN)	8.1. Prepares the certificate of completion with a serial number. 8.2. Inform the student requestee that the certificate of completion is ready. 8.3. Releases the certificate of completion with serial number.	None	15 minutes 5 minutes 2 minutes	NSTP Director
9 Fill out the logbook	9. Request the student to fill out the log book to signify	None	2 minutes	NSTP Director

	the receipt of the certificate of completion with the serial number.			
	TOTAL: Note: Need to consider the other offices' processing time as per their Citizen's Charter.		31 minutes (for transactions with an already issued serial number) 10 days, 1 hour and 56 minutes (For transactions with no issued serial number)	



**Graduate School
External Services**

1. ISSUANCE OF CERTIFICATION

An external service provided by the Graduate School to the faculty members, students and alumni upon their request.

Office/Division:	Graduate School			
Classification:	Simple			
Type of Transaction:	G2C – Government-to-Citizen			
Who may avail:	All faculty members, students and alumni			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance from the last Semester Attended	Office of the Dean of Graduate School			
Documentary Stamp	BIR Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Request for certification	Validation of Student Academic Records through the SIAS Portal and Issuance of Clearance Form	none	5 minutes	Graduate School Secretary
Compliance of Clearance Form	Signing of Clearance upon validation	none	20 minutes	Librarian, Accountant, Graduate School - Supreme Student Government Officer, Graduate School Secretary and Dean
Payment of Fee	Acceptance of payment and Issuance of the Official Receipt.	100	3 minutes	Cashier Personnel
Submission of the Clearance form with the Official Receipt	Verification and preparation of the Certificate	none	1 hour	Graduate School Secretary and Dean
Receipt of Certificate Requested	Issuance of the Certificate	none	2 minutes	Graduate School Staff
	TOTAL:	100	1 hour, 27 minutes	



**Accounting Office
External Services**

1. PROCESSING OF CLAIMS FOR PAYMENT

The service provides receiving and processing all types of claims for payment of University transactions.

Office/Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	Government to Business, Government to Citizen, Government to Government			
Who may avail:	EXTERNAL CLIENTS Students and Graduates of Sorsogon State University Suppliers, Creditors, Bidders Non-Government organizations, Local Government Unit, Government Owned and Controlled Corporation, National Government Agencies, State Universities and Colleges contracting business with the Sorsogon State University Public contracting business with the Sorsogon State University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
ORS/BURS Disbursement Voucher (4 copies) Approved Proposal (for conduct of activities and other projects) Dully filled up and Approved Request for Funding Accomplished Purchase Order (4 copies) Approved Contract for Infrastructure Projects Approved Annual Procurement Plan (1 copy for supplies and equipment/infrastructure projects) Plans/Program of works for infrastructure projects Other Supporting documents as required by COA, DBM and GAM.		Supply Office Supply Office/ Office where the claims originates Office where the claims originates Office where the claims originates BAC/Campus where the PO Originates BAC/Campus where the PO Originates BAC/PMO Supply Office BAC Office where the request originates		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Forward documents and other claims for payment	1.1 Receiving: Communications, funding request, purchase request, Purchase Order, Disbursement Vouchers	None	3 mins	Accounting Staff
	1.2 Accountant process vouchers and other documents. Check and verify completeness of attached documents', mathematical computation and validity of claims.	None	30 mins	Accountant

	1.3 Forwards to Head Accountant for signature.	None	2 mins	Head Accounting Unit
	1.4 Signs documents	None	2 mins	Accountant
	1.5 Head of accounting unit forwards the signed FR, PO and DV to the assigned staff for assigning/stamping the DV number/ recording in the logbook for release to ICU for DV's and next approving officer for FR and PO.	None	2 mins	Head Accounting Unit
	1.6 ICU pre-audit vouchers and forwards it to next approving officer	None	30 mins	Internal Auditor
	1.7 Approving officer signs the DV and other documents and forwards the same to the cashier's office.	None	3 mins	Vice Presidents for Admin and Finance SUC President III
	1.8 Cashiers office prepares check/LDDAP and forwards to the signing officer.	None	10 mins	Cashier
	1.9 Signed check/ LDDAP is returned to the cashiers office for release/payment.	None	3 mins	Accountant
2. Proceed to the Cashier Office to get/receive payments	2.1 Cashiers release the check/ Advice to the bank	None	2 mins	Cashiers staff/ personnel
	TOTAL:		1 hour and 27 minutes	

Accounting Services qualified for multi-stage processing.



**Accounting Office
Internal Services**

1. PROCESSING OF CLAIMS FOR PAYMENT

The service provides receiving and processing all types of claims for payment of University transactions.

Office/Division:	Accounting Office			
Classification:	Simple			
Type of Transaction:	Government to Clients			
Who may avail:	Faculty and Non-Teaching Personnel of Sorsogon State University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Valid claims duly supported by documents per GAAM and COA regulations		Office where the claims were prepared.		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Forward documents and other claims for payment	1.1 Receiving: Communications, funding request, purchase request, Purchase Order, Disbursement Vouchers	None	3 mins	Accounting Staff
	1.2 Accountant process vouchers and other documents. Check and verify completeness of attached documents', mathematical computation and validity of claims.	None	30 mins	Accountant
	1.3 Forwards to Head Accountant for signature.	None	2 mins	Head Accounting Unit
	1.4 Signs documents	None	2 mins	Accountant
	1.5 Head of accounting unit forwards the signed FR, PO and DV to the assigned staff for assigning/stamping the DV number/ recording in the logbook for release to ICU for DV's and next approving officer for FR and PO.	None	2 mins	Head Accounting Unit
	1.6 ICU pre-audit vouchers and forwards it to next approving officer	None	30 mins	Internal Auditor

	1.7 Approving officer signs the DV and other documents and forwards the same to the cashier's office.	None	3 mins	Vice Presidents for Admin and Finance SUC President III
	1.8 Cashiers office prepares check/LDDAP and forwards to the signing officer.	None	10 mins	Cashier
	1.9 Signed check/ LDDAP is returned to the cashiers office for release/payment.	None	3 mins	Accountant
2. Proceed to the Cashier Office to get/receive payments	2.1 Cashiers release the check/ Advice to the bank	None	2 mins	Cashiers staff/ personnel
	TOTAL:		1 hr & 27minutes	



Budget Office
Internal Services

1. PROCESSING OF FUNDING REQUESTS AND, PURCHASE ORDERS AND OBLIGATION REQUESTS

The service provides receiving and processing of Funding Requests and Purchase Orders for the University Transactions.

Office/Division:	Budget Office			
Classification:	Simple			
Type of Transaction:	Government to Government			
Who may avail:	Various Campuses and Officers of Sorsogon State University Faculty and non-teaching personnel of Sorsogon State University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Duly filled up and Approved Request for Funding		Supply Office		
Approved Proposal (for conduct of activities and other projects)		Office where the claim originates		
PURCHASE ORDER				
ORS/BURS		BAC and/or Office where the PO originates		
Accomplished Purchase Order form (4 copies)		Office where the PO originates		
Approved Funding Request (1 copy)		Office where the claim originates		
Approved Annual Procurement Plan (1 copy)		Office where the claim originates		
Other supporting documents as per requirements of COA, DBM and GAM regulations		Supply Office/BAC		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Forward requests	1.1. Receives funding request, purchase order and obligation request from requesting units.	None	1 minute	Budget Staff
	1.2. Checks and identifies fund source of funding request/obligation request and purchase order.	None	10 minutes	Assigned Budget Officer per campus and per project

	<p>1.3. Signs and Assign number of the funding request, purchase orders/obligation requests and get a copy.</p> <p>1.4 Posts the Funding request, obligation request and purchase order to the registry.</p>	None	4 minutes	Assigned Budget Officer/Head of Budget Unit.
	1.5. Record the documents to the logbook and forwards the funding requests and Purchase Orders with obligation requests to the Accounting Office.	None	2 minutes	Budget Staff
	1.6 Accounting Staff receives and records in the logbook and forwards the same to the assigned accountant	None	2 minutes	Accounting Staff
	1.7. Assigned Accountant receives the forwarded documents and check for completeness of attached documents, mathematical computation and validity of claims and initials opposite the name of the Head of Accounting Unit. Initials opposite the	None	10 minutes	Accountant

	name of the Head of Accounting Unit.			
	1.8. Forwards the documents to the Head of Accounting Unit.	None	2 minutes	Accountant
	1.9. Head of Accounting Unit signs the funding request and Purchase Order/obligation request and forwards the same to the accounting staff.	None	1 minute	Accounting Staff
	1.10. Accounting Staff record the funding request and purchase order/obligation request in the logbook and forwards the same to the Office of the President for signature	None	3 minutes	Accounting staff
	1.11. Secretary to the President receives the funding request and Purchase Order/Obligation Request and record in her logbook. Forwards the same to the President for signature.	None	5 minutes	Secretary to the President
	1.12. Secretary records the signed documents for release to the Records Office	None	3 minutes	Secretary to the President
2. Client Receives the Signed Funding Request/Purchase Order/Obligation Request	2. Receives and record in his logbook and release to the concerned office or campus.	None	10 minutes	Records Officer
	TOTAL:		54 minutes	



Cashier's Office External Services

1. CASH AND CHECK DISBURSEMENT

The Cashier's Office facilitates the issuance and payment for cash/check disbursement charged to university accounts.

Office/Division:	Cashier's Unit			
Classification:	Simple			
Type of Transaction:	Government to Client, Government to Business, Government to Government			
Who may avail:	Students Suppliers, Contractors, Bidders, Creditors and other clientele			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
OR/Sales Invoice		Payee		
Company ID/Student ID Special Power of Attorney as the authorized representative		Company/School Creditors		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents needed requirements for claims.	1. Verifies the document presented	None	5 mins	Cashier Disbursing Officer
2. Signs in the Disbursement Vouchers/ Payroll/check register	2. Require the claimant to sign in the Disbursement Vouchers/Payroll/ check register	None	3 minutes	Cashier Disbursing Officer
3. Receives Checks/Cash	3. Release the cash/check	None	2 minutes	Cashier Disbursing Officer
	TOTAL:		10 minutes	

2. COLLECTION

The Cashier's Office facilitates the collection for payments of accounts of students and clients.

Office/Division:	Cashier's Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizens Government to Government			
Who may avail:	Students, Alumna, Contractors, Bidders, Government Agency			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Order of Payment/Request Form		Registrar's Office/Business Affairs' Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Present order of payment	1. Received order of payment – cash, check payments and documents	School/ Other Fees	3 minutes	Cashier Collecting Officer
2.Receives Official Receipt	2. Issues Official Receipt	None	3 minutes	Cashier/Collecting officer
	TOTAL:		6 minutes	



Cashier's Office
Internal Services

1. CASH AND CHECK DISBURSEMENT

The Cashier's Office facilitates the issuance and payment for cash/check disbursement charged to university accounts.

Office/Division:	Cashier's Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Employees of Sorsogon State University			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Office ID	Sorsogon State University			
Special Power of Attorney of the authorized representative together with the Office ID of the employee and the author	Attorney			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Presents needed requirements for claims.	1. Verifies the document presented	None	5 mins	Cashier Disbursing Officer
2. Signs in the Disbursement Vouchers/ Payroll/check register	2. Require the claimant to sign in the Disbursement Vouchers/Payroll/ check register	None	3 minutes	Cashier Disbursing Officer
3. Receives Checks/Cash	3. Release the cash/check	None	2 minutes	Cashier Disbursing Officer
	TOTAL:		10 minutes	

2. COLLECTION

The Cashier's Office facilitates the collection for payments of accounts of students, personnel and clients.

Office/Division:	Cashier's Unit			
Classification:	Simple			
Type of Transaction:	Government to Citizens			
Who may avail:	Employees of Sorsogon State University			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Order of Payment/Request Form	Registrar's Office/Business Affairs' Office			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 Present order of payment	1. Received order of payment – cash, check payments and documents	School/ Other Fees	3 minutes	Cashier Collecting Officer
2. Receives Official Receipt	2. Issued official receipts		3 minutes	Cashier Collecting Officer
	TOTAL:		3 minutes	



**Human Resource Management
and Development Office
External Services**

1. REQUEST OF PERSONNEL DOCUMENTS/RECORDS

The issuance of requested records service is the process by which SorSU provides individuals with access to specific documents or records they have requested. This service involves receiving the request, verifying the information, and ensuring that the release of the records complies with applicable laws, regulations, and privacy policies.

Office/Division:	Human Resource Management & Development Office				
Classification:	Simple				
Type of Transaction:	Government to Client				
Who may avail:	Former and current employees of Sorsogon State University				
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE		
Special Power of Attorney is required if the requestor does not own the document being requested.			Client		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE	
1. Fill out the HR Request Form indicating the type of personal records requested and its purpose.	1.1. Issue the request form	None	2 minutes	HRMDO Staff	
	1.2. Verify information related to the requested documents.		2 minutes	HRMDO Staff	
	1.3. Prepare the document/records requested		10 minutes	HRMDO Staff	
	1.4. Verify and sign the document/ records requested		2 minutes	HRMDO Head	
2. Receives the documents requested	2. Releases the document/record requested	None	2 minutes	HRMDO Staff	
	TOTAL		18 minutes		

2. APPLICATION FOR EMPLOYMENT

The application process at Sorsogon State University starts with identifying job openings that match one's qualifications. Applicants must prepare a well-structured Personal Data Sheet, Application letter, and required documents. These documents should be submitted through the university's designated platform or office. Applicants will be notified about the status of their application.

Office/Division:	Human Resource Management & Development Office			
Classification:	Simple			
Type of Transaction:	Government to Client			
Who may avail:	Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Application:				
Application Letter		CSC Website		
Personal Data Sheet (CSC Form 212, Revised 2017 with work experience sheet if applicable))		Previous Employer		
Performance Rating (if applicable)				
Photocopy of CSC Eligibility/License		CSC/PRC Office		
Transcript of Records/School Credentials		School last attended		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits of application letter	1.1 Checks the completeness of the documents submitted	None	3 minutes	HRMO Staff
	1.2 Acknowledge receipt of application	None	10 minutes	RSP Officer
2. Accomplish on- line form	2.1 Inform the applicant to fill-out the on- line form	None	2 minutes	RSP Officer
	2.2 Check the accuracy of the information provided		10 minutes	RSP Officer

	2.3 Conducts initial assessment		30 minutes	RSP Officer
3. Received the result of initial assessment	3.1 Send result of the initial assessment	None	2 minutes	RSP Officer
	TOTAL		47 minutes	

3. CONDUCT OF ASSESSMENT OF QUALIFIED APPLICANTS

The job application process includes an interview, examination, and teaching demonstration to assess candidates' qualifications. The interview evaluates their expertise, communication skills, and alignment with the university's values. The examination measures subject knowledge and critical thinking abilities. The teaching demonstration allows candidates to showcase instructional skills, pedagogy, and classroom management. These steps ensure the selection of competent and effective candidates.

Office/Division:	Human Resource Management & Development Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Applicants			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Notice of Schedule of Interview and Examination		HRMD Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Acknowledge the notice of interview, examination and teaching demonstration	1. Notify the applicant on the schedule of interview, examination, teaching demonstration	None	3 minutes	RSP Officer
2. Take the examination and participate in the interview and teaching demonstration	2. Conduct of examination, demonstration teaching (for faculty), and interview	None	2 hours 20 minutes	RSP Officer HRMPSB Committee

3. Acknowledges the result of assessment	3. Notify the applicant of the result of the assessment	None	3 minutes	RSP Officer
	TOTAL		2 hours and 26 minutes	
Note: Applicants will be notified 30 DAYS after the deliberation of the committee and approval by the President.				

4. ISSUANCE OF APPOINTMENT

The issuance of an appointment marks the final step in selecting a qualified candidate for a position. After successfully completing the interview, examination, and teaching demonstration, the candidate receives an official appointment document. This includes position title, employment status, and date of effectivity.

Office/Division:	Human Resource Management & Development Office
Classification:	Highly Technical
Type of Transaction:	Government to Citizen
Who may avail:	Qualified Applicants

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Appointment: 3 copies Personal Data Sheet (CSC Form 212 Revised 2017) 2 copies Oath of Office (CSC Form 32 revised 2018) 2 copies Medical Certificate (CSC Form 211 revised 2017) with Laboratory results 2 copies Authenticated CSC Eligibility/ or PRC License 2 original copies of PRC Certificate of Good Standing 1 copy of authenticated transcript of records 3 copies of SALN revised 2015 1 original copy of NBI Clearance 2 original copies of BIR Form 1902 and 2305 With previous employment: 1 original copy of BIR Form 2316	CSC website (Downloadable) HRMD Office HRMD Office CSC Field Office/PRC Office PRC Office School last attended CSC website (download) NBI Office BIR Office/BIR Website/HRMD Office

1 original copy of service records	Previous Employer
2 copies of original clearance	Previous Employer
1 original of Certificate of Leave	Previous Employer
1 original copy of Certificate of last salary and benefits received	Previous Employer
1 original copy of approved/paid HDMF and PhilHealth Forms	Previous Employer

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the requirements for appointment	1.1. Check the completeness of the required documents.	None	10 minutes	RSP Officer
	1.2. Prepares the appointment	None	7 days	HRMDO Chairman of the HRMPSB Head of Agency
2. Acknowledge and conform the appointment	2.1 Issue notice of appointment	None	3 minutes	RSP Officer
	2.2 Submit to CSC for validation		30 days	
			30 days & 20 minutes	

Note: The preparation of the appointments shall only be done after the confirmation/approval of the

BOR.

The submission of the appointments to the CSC is every 20th day of the succeeding month from

the date of its effectivity.



**Human Resource Management
and Development Office
Internal Services**

1. PROCESSING OF APPLICATION FOR LEAVE OF ABSENCE

The processing of an application for leave of absence service is the procedure through which the employees request for leave from their duties. This process includes submitting the leave request and compliance with relevant policies, making a decision to approve or deny the request. Approved leaves are documented and managed to ensure accurate records and adherence to institutional guidelines.

Office/Division:	Human Resource Management & Development Office
Classification:	Simple
Type of Transaction:	Government to Client
Who may avail:	Faculty and Non-Teaching Personnel

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
<p>Application for any type of leave shall be made on this Form and <u>to be accomplished at least in duplicate</u> with documentary requirements, as follows:</p>	HRMD Office, CSC Website
<p>1. Vacation leave*</p> <ul style="list-style-type: none"> - Filed 5 days in advance - Clearance from Money & Property Accountabilities (Leave of absence of 30 days within the Philippines or abroad) 	HRMD Office
<p>2. Mandatory/Forced leave</p> <ul style="list-style-type: none"> - Approved Schedule of Forced Leave 	HRMD Office
<p>3. Sick leave*</p> <ul style="list-style-type: none"> - Medical Certificate for leave of absence exceeding 5 days 	Attending Physician
<p>4. Maternity leave* – 105 days</p> <ul style="list-style-type: none"> - Proof of pregnancy e.g. ultrasound, doctor's certificate on the expected date of delivery 	Attending Physician
<p>5. Paternity leave – 7 days</p> <ul style="list-style-type: none"> - Proof of child's delivery e.g. birth certificate, medical certificate and marriage contract 	Civil Registrar/Attending Physician
<p>6. Special Privilege leave – 3 days</p> <ul style="list-style-type: none"> - None 	
<p>7. Solo Parent leave – 7 days</p> <ul style="list-style-type: none"> - Updated Solo Parent Identification 	DSWD/MSWD
<p>8. Study leave</p> <ul style="list-style-type: none"> - Contract between the agency head or authorized representative and the employee concerned. - Clearance from Money and Property Accountabilities 	HRMD Office HRMO Office
<p>9. VAWC leave – 10 days</p> <ul style="list-style-type: none"> - Barangay Protection Order (BPO) obtained from the barangay; - Temporary/Permanent Protection Order (TPO/PPO) obtained from the court; leave; - Police Report (In the absence of the BPO/TPO/PPO specifying the details of the occurrence of violence on the victim. 	Punong Barangay Prosecutor/ Clerk of Court PNPolice Office

<ul style="list-style-type: none"> - medical certificate may be considered, at the discretion of the immediate supervisor of the woman employee concerned. 	Physician
<p>10. Rehabilitation leave* – up to 6 months</p> <ul style="list-style-type: none"> - Letter request supported by relevant reports such as the police report, if any, - Medical certificate on the nature of the injuries, the course of treatment involved, and the need to undergo rest, recuperation, and rehabilitation, as the case may be. - Written concurrence of a government physician should be obtained relative to the recommendation for rehabilitation if the attending physician is a private practitioner, particularly on the duration of the period of rehabilitation. 	PN Police Office Attending Physician Government Physician
<p>11. Special leave benefits for women* – up to 2 months</p> <ul style="list-style-type: none"> • Medical certificate filled out by the proper medical authorities, e.g. the attending surgeon accompanied by a clinical summary reflecting the gynecological disorder which shall be addressed or was addressed by the said surgery; the histopathological report; the operative technique used for the surgery; the duration of the surgery including the peri-operative period (period of confinement around surgery); as well as the employees estimated period of recuperation for the same. 	Attending Surgeon
<p>12. Special Emergency (Calamity) leave – up to 5 days</p> <ul style="list-style-type: none"> - Certification that the place is declared as Calamity Area. - Other Proofs 	Concerned LGU
<p>13. Monetization of leave credits</p> <ul style="list-style-type: none"> - Request for leave covering more than 10 days duly approved by the agency Head - For monetization of 50 % or more <ul style="list-style-type: none"> a Clinical abstract/medical procedures to be undertaken in case of health, medical and hospital needs. b Barangay Certification in case of need for financial assistance brought about by calamities, typhoons, fire, etc. 	Client Head of Agency Attending Physician/Hospital Punong Barangay where the employee resides
<p>14. Terminal leave* Proof of employee's resignation or retirement or separation from the service.</p>	GSIS Employee

15. Adoption Leave - Authenticated copy of the Pre-Adoptive Placement Authority issued by the Department of Social Welfare and Development (DSWD).		DSWD		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill out three Application for Leave Form (CS Form 6)	1.1 Issue the Leave Form to the employee	None	1 minute	HRMDO Staff
2. Seek a recommending approval of the immediate supervisor	2.1 Immediate Supervisor recommends the application for leave	None	5 minutes	Immediate Supervisor
3. Submit the accomplished and signed leave form to the HR Office.	3.1 Receive and verify the leave form for completeness of information and attachments.	None	3 minutes	HRMDO Staff
	3.2 Certify the availability of Leave Credits	None	10 minutes	HRMDO Head
	3.3 Secure a recommending approval from the next higher supervisor	None	1 day	HRMDO Staff Next Higher Supervisor
	3.4 Secure approval from the Head of Agency	None	1 day	HRMDO Staff Agency Head
4. Acknowledges the approved/disapproved application for leave of absence	4. Inform the employee on the status of the application for leave of absence	None	5 minutes	HRMDO Staff
	TOTAL:		2 days & 23 minutes	

Processing of Application for Leave of Absence qualified for multi-stage processing.



ICT / MIS Office
External Services

1. ID CARD APPLICATION FOR EXISTING STUDENTS

This service includes the application process and issuance of ID cards for students who have lost their ID cards or who need to renew their existing ones.

Office/Division:	Management Information System (MIS/ICT)			
Classification:	Complex			
Type of Transaction:	G2C – Government-to-Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Renewal				
Official Receipt for ID Printing OLD ID Card		Cashier's Office		
For Lost ID				
Official Receipt for ID Printing Affidavit of Loss		Cashier's Office Notary Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access ID application via this link: https://admission.sorsu.edu.ph/user/idapplication and review the previously submitted application, upload signature and ID picture as necessary. <i>(Note: Save the tracking code after completing the application process)</i>	1.1 Monitor received ID applications.	None	2 minutes	<i>Client MIS Staff</i>
2. Prepare and secure the necessary documents: a. Lost ID: a. Payment receipt from the Cashier's Office b. Affidavit of Loss b. ID Renewal: a. Payment receipt from the Cashier's Office. b. Old ID Card	2.1 Review the submitted documents and validate the ID renewal request. 2.2 Update the application status to "Ready for Printing".	Php100	5 minutes	<i>MIS Staff Cashier</i>

3. Once an SMS is received indicating that the ID card is ready to be claimed, proceed to the MIS/ICT office to claim the card.	3.3 Release ID Card and mark application as claimed	None	1 minute	MIS Staff
TOTAL:			10 minutes	

2. ID CARD APPLICATION FOR FRESHMEN STUDENTS

This service includes the application process and issuance of ID cards for first-year students.

Office/Division:	Management Information System (MIS/ICT)			
Classification:	Complex			
Type of Transaction:	G2C – Government-to-Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		ICT Office – Window 1		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access ID application via this link: https://admission.sorsu.edu.ph/user/idapplication and provide all the required information, upload signature and ID picture as necessary. (Note: Save the tracking code after completing the application process)	1.1 Monitor received ID applications.	None	2 minutes	Client MIS Staff
	1.2 Review the application for accuracy, verify enrollment status and update the status of the application to reflect its current phase (e.g., ready for printing or on hold).	None	3 minutes	MIS Staff
2. Keep track of the application's progress by using the provided tracking code.	2.1 Process and Print ID Card 2.2 Verify Print Quality and mark application status to printed 2.3 Send SMS notification to the client	None	10 days (printing is done by batch)	MIS Staff

3. Once an SMS is received indicating that the ID card is ready to be claimed, proceed to the MIS/ICT office to claim the card.	3.3 Release ID Card and mark application as claimed	None	1 minute	<i>MIS Staff</i>
	TOTAL:		10 days, 8 mins	

Id Card Application for Freshmen Students qualified for multi-stage processing.



**Records Office
External Services**

1. RECEIVING, RECORDING, AND ROUTING COMMUNICATIONS

The Records Office undertakes the receiving, securing, maintaining, and dissemination of communications.

Office/Division:	Records and Archives Office			
Classification:	Simple			
Type of Transaction:	Government to Business Government to Citizen, Government to Government			
Who may avail:	Other State Universities and Colleges Stakeholders, Students Government and non-government officials; and Unemployed Public Contracting Business with Sorsogon State University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEE TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hand-in documents, requests, communications	1.1 Stamp Received, and record/ encode the documents	None	5 minutes	<i>Records Officers/ Staff</i>
	1.2 Forward communications/ documents to the office of the SorSU President		5 minutes	<i>Records Officers/ Staff/ OP Secretary</i>
	1.3 Receive documents/ communications from the Office of the President, reproduce, and retain copy.		10 minutes	<i>Records Officers/ Staff</i>
	1.4 Route documents to concerned units/personnel and secure copy of action taken and record in registry sheet / logbook		1 hour	<i>Records Officers/ Staff</i>
2. Receive the acted request / document.	2.1 Release acted document to the client through signing logbook for Released Documents.	None	5 minutes	<i>Records Officers/ Staff</i>
	TOTAL:		1 hour and 25 minutes	

Receiving, Recording, and Routing Communications qualified for multi-stage processing.

2. REQUEST FOR AUTHENTICATION OF DOCUMENTS

Certifying as to the authenticity of photocopies of documents issued by Sorsogon State University, and documents as attachments within SorSU transactions.

Office/Division:	Records and Archives Office			
Classification:	Simple			
Type of Transaction:	Government to Business Government to Citizen Government to Government			
Who may avail:	Other State Universities and Colleges Stakeholders, Students Government and non-government officials; and Unemployed Public Contracting Business with Sorsogon State University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client present clear photocopies of document for authentication.	a. Receives clear photocopies of documents and verify if these are routine records issued by Sorsogon State University.	None	5 minutes	<i>Records Officer/s</i>
	b. Records Officer stamp "CERTIFIED TRUE COPY" and affix signature on photocopies of documents issued by the university. (Campus Records Officers certify the authenticity of documents issued by respective campuses.)	None	5 minutes	<i>Records Officer</i>
2. Client claims authenticated photocopies	Issues the authenticated photocopies using the designated logbook.	None	5 minutes	<i>Records Officer/ Staff</i>
	TOTAL:		15 minutes	

Request for Authentication of Documents qualified for multi-stage processing.

3. REQUEST FOR COPIES OF DOCUMENTS

Retrieval, photocopying, and releasing of copies of documents being requested by the clients.

Office/Division:		Records and Archives Office		
Classification:		Simple		
Type of Transaction:		Government to Business Government to Citizen, Government to Government		
Who may avail:		Other State Universities and Colleges Stakeholders, Students Government and non-government officials; and Unemployed Public Contracting Business with Sorsogon State University		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Request Form		Records & Archives Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills up Request Form and Secures Approval from the VP for Administration and Finance	1.1 Receive approved request, stamp received and verify if records being requested is within the files of the Records Office.	None	5 minutes	<i>Records Officer/Staff</i>
	1.2 Records Staff retrieves the records from the files.	None	10 minutes	<i>Records Officer/Staff</i>
	1.3 Attach the request form to the document being requested and secure the approval of the Head of Records and Archives Office for the reproduction and release of document being requested	None	3 minutes	<i>Records Officer/Staff</i>
2. Client Receives requested document	Release requested document to the client through signing in the logbook. File the approved Request Form.	None	2 minutes	<i>Records Officer/Staff</i>
	TOTAL:		20 minutes	

Request for Copies of Documents qualified for multi-stage processing.



**Records Office
Internal Services**

1. RECEIVING, RECORDING, AND ROUTING COMMUNICATIONS

The Records Office undertakes the receiving, securing, maintaining, and dissemination of communications.

Office/Division:	Records and Archives Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	SorSU Officials SorSU Faculty and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Hand-in reports, requests, documents communications	1 Stamp RECEIVED, and record/ encode the documents.	None	5 minutes	<i>Records Officers/ Staff</i>
2. Client receive a file copy of the document submitted	2.1 Provide the client a copy of the received document.	None	1 minute	<i>Records Officers/ Staff</i>
	2.2 Forward documents to office of the SorSU President /Campus Director	None	5 minutes	<i>Records Officers/ Staff/ OP Secretary</i>
	2.3 Receive documents from the Office of the President/ CD, reproduce, and retain copy.	None	10 minutes	<i>Records Officers/ Staff</i>
	2.4 Route documents to concerned units/personnel and secure copy of action taken and record in registry sheet / logbook	None	1 hour	<i>Records Officers/ Staff</i>
	TOTAL:		1 hour and 31 minutes	

Receiving, Recording, and Routing Communications qualified for multi-stage processing.

2. REQUEST FOR AUTHENTICATION OF DOCUMENTS

Certifying as to the authenticity of photocopies of documents issued by Sorsogon State University, and documents as attachments within SorSU transactions.

Office/Division:	Records and Archives Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	SorSU Officials SorSU Faculty and Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client present clear photo copies of document for authentication.	1.1 Receives clear photocopies of documents and verify if these are routine records issued by Sorsogon State University.	None	5 minutes	<i>Records Officer/s</i>
	1.2 Records Officer/s stamp "CERTIFIED TRUE COPY" and affix signature on photocopies of documents issued by the university. (Campus Records Officers certify the authenticity of documents issued by respective campuses.)	None	5 minutes	<i>Records Officer/s</i>
2. Client claims Authenticated Photocopies of the documents and signs in the logbook	2.1 Issues the authenticated photocopies to the concerned employee.	None	2 minutes	<i>Records Officer/ Staff</i>
	2.2 Requests the client to sign in the logbook.	None	2 minutes	<i>Client</i>
	TOTAL:		14 minutes	

Request for Authentication of Documents qualified for multi-stage processing.

3. REQUEST FOR COPIES OF DOCUMENTS

Retrieval, photocopying, and releasing of copies of documents being requested by the clients.

Office/Division:	Records and Archives Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	Teaching and Non-teaching Personnel of Sorsogon State University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Request Form		Records & Archives Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client fills up Request Form and Secures Approval from the VP for Administration and Finance/CDs	1.1 Receive approved request form and verify if records being requested is within the files of the Records Office.	None	5 minutes	<i>Records Officer/Staff</i>
	1.2 Retrieves the records from the files.	None	10 minutes	<i>Records Officer/Staff</i>
	1.3 Approves the release of document	None	3 minutes	<i>Head of Records and Archives Office</i>
2. Client Receives requested document and acknowledge receipt thereof.	2.1 Release requested document to the client.	None	2 minutes	<i>Records Officer/Staff</i>
	2.2 File the approved Request Form.	None	1 minute	<i>Records Officer/Staff</i>
	TOTAL:		21 minutes	

Request for Copies of Documents qualified for multi-stage processing.

4. ONLINE DISSEMINATION OF ISSUANCES & COMMUNICATIONS

Receiving, recording and online dissemination of issuances and communications for fast information and immediate action.

Office/Division:	Records and Archives Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	SorSU Officials Teaching and Non-teaching Personnel of Sorsogon State University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		None		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submit issuances and communication for immediate dissemination.	1.1. Stamp Received issuances and communication and record in the Logbook.	None	5 minutes	<i>Records Officer/Staff</i>
2. Client receive a file copy of the document submitted	2. Provide the client a copy of the received document.	None	2 minutes	<i>Records Officer/Staff</i>
	3. Scan the document and send to the concerned personnel via Messenger or email. <i>(Hard copies of document shall be disseminated through Routing Slip)</i>	None	5 minutes	<i>Records Officer/Staff</i>
	TOTAL:		12 minutes	

5. PROCESS OF ARCHIVING DOCUMENTS

This service allows the selection, protection and preservation of documents in compliance to RA 9470-National Archives of the Philippines (NAP) Act of 2007.

Office/Division:	Records and Archives Office			
Classification:	Complex			
Type of Transaction:	Government to Citizen			
Who may avail:	SorSU Officials Teaching and Non-teaching Personnel of Sorsogon State University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form to Transfer Records / Documents		Records & Archives Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits letter request for evaluation of documents/records.	1.1 Receives the request letter.	None	5 minutes	<i>Records Officer/Staff in Storage Area</i>
	1.2 Evaluates and classifies the records with historical, legal, research, enduring value, and selected for permanent preservation.	None	3 days	<i>Records Officer</i>
	1.2 Segregates the permanent records for archiving from temporary documents which will be retained in the storage area.	None	5 days	<i>Records Officer</i>
2. Client submits letter request for transfer of records to Archives Unit.	2.1 Records Officer approves the transfer of permanent records to Archives Unit.	None	5 minutes	<i>Records Officer</i>
3. Client forwards the permanent records to Archives Unit and receives a copy of the approved Form to Transfer Records	3.1 Receives permanent records and encodes title and other details in Registry Sheet of Archival Records	None	1 day	<i>Records Officer/Staff</i>

	3.2 Files / Binds permanent records in an assigned box with cover. Assign label to the box for its easy retrieval for future use.	None	1 day	<i>Records Officer/ Archive Staff</i>
	3.3 Transfers the file box to the assigned area in the Archives Office and manages proper monitoring of its maintenance and safety.	None	2 hours	<i>Records Officer/Archive Staff</i>
	TOTAL:		10 days, 2 hrs. & 10 minutes	

Archiving Documents qualified for multi-stage processing.

6. PROCESS OF DISPOSAL OF NON-CURRENT & IN-ACTIVE RECORDS

This service covers the process of receiving, classifying, and disposal of non-current records which have temporary value that needs to be properly disposed.

Office/Division:	Records and Archives Office			
Classification:	Simple			
Type of Transaction:	Government to Citizen			
Who may avail:	SorSU Officials Teaching and Non-Teaching Personnel of Sorsogon State University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Accomplished Request Form for Authority to Dispose Documents		Records & Archives Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Client submits accomplished form – Request for Authority to Dispose Records	1.1 Receives the submitted records using the accomplished form – Request for Authority to Dispose Records.	None	5 minutes	<i>Records Officer/Staff in Storage Area</i>
	1.2 Classifies and analyzes received records with the agency's Records Disposition Schedule (RDS) as the legal basis	None	1 day	<i>Records Officer</i>
		None	1 hour	

	<p>1.3 Prepares Records Management Analysis Report with recommended disposal method.</p> <p>1.4 Forwards Records Management Analysis Report and the Request for Authority to Dispose Records to Records Management Improvement Committee (RMIC)</p>	None	5 minutes	<p><i>Records Officer</i></p> <p><i>Records Officer</i></p>
2. Client receives one original copy of the approved Authority to Dispose Records	<p>2.1 RMIC approves the Authority to Dispose Records</p> <p>2.2 Submits to NAP the consolidated RMIC Approved Forms for Authority to Dispose Records. (At least once a year, Records and Archives Office shall prepare the Request for Authority to Dispose using the NAP Form No. 3, for the signature of the University President and the NAP Executive Director)</p>	None	<p>1 hour</p> <p>1 hour</p> <p>(Note: Total processing time for evaluation and approval of NAP is 3 months)</p>	<p><i>Members of the RMIC / Records Officer/Staff</i></p> <p><i>Head, Records & Archives Office</i></p>
3 Client / Process Owner receives a copy of NAP approval on their submitted list of Records for Disposal	<p>3.1 After NAP Approval, Records Office prepares a letter addressed to NAP Executive Director, inviting for their representative to witness the actual disposal of records.</p> <p>3.2 Prepares invitation letters to the process owners concerned, RMIC Members, and State Auditor to witness the disposal.</p> <p>3.3 Disposal of the Records being witnessed by invited personnel.</p>		<p>1 hour</p> <p>1 hour</p> <p>1 day</p>	<p><i>Head, Records & Archives Office</i></p> <p><i>Head, Records & Archives Office</i></p>

	<i>Disposal methods:</i> <i>Shredding</i> <i>Burying</i> <i>Selling</i> <i>(if selling will be selected, payment will be made at the Cashier's Office)</i>			<i>NAP Rep.</i> <i>RMIC Members</i> <i>State Auditor</i> <i>Records Officers</i> <i>Process Owners</i>
	TOTAL:		2 days, 5 hrs. & 10 minutes	

Disposal of Records is covered by the National Archives of the Philippines General Circular No. 1 – "Rules and Regulations Governing the Management of Public Records and Archives Administration", and "General Records Disposition Schedule".



Supply and Property Office
External Services

1. PROCUREMENT PROCESS

Procurement Process (Receiving and Payment) - this procedure covers activities for the requisition of supplies, materials, and equipment for procurement as governed by the Revised Implementing Regulations of R.A. 9184.

Office/Division:	Supply And Property Office			
Classification:	Simple			
Type of Transaction:	G2C – Government-to-Citizen Government to Business Entity			
Who may avail:	Public Contracting Business with Sorsogon State University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Purchase Order with other procurement documents, 2 copies		BAC		
Delivery Receipt/Service Invoice/Official Receipt		Supplier		
Inspection and Acceptance Report, 3 copies		Supply Officer/Staff		
COA Inspection Report, 3 copies		Supply Officer/Staff		
Disbursement Voucher, 3 copies		Supply Officer/Staff		
Inventory Custodian Slip/Property Acknowledgement Report, 1 copy		Supply Officer/Staff		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The winning supplier or caterer will receive and confirm receipt of the Purchased Order from the Supply Office.	1. The Supply Officer will issue and serve the approved P.O. to the winning supplier, bidder, or caterer.	None	5 minutes	Supply Officer/Staff
2. The supplier delivers the supplies, materials, equipment to the Supply Office, accompanied by the Delivery Receipt and Sales Invoice / Service Invoice.	2.1. The Supply Officer/Staff will receive and check the delivered items stated in the Purchase Order.	None	30 minutes	Supply Officer/Staff
	2.2. The Supply Officer, together with the Inspection Committee will inspect the delivered supplies, materials, and equipment to ensure that it conforms with the specification as stated in the Purchased Order.	None	30 minutes	Supply Officer/Staff Inspection Committee
3. The end-user receives the supplies, materials, and equipment and confirm the	3. After inspection, The Supply Officer will issue the supplies, materials,	None	10 minutes	Supply Officer/Staff/ End-user

delivered items meet their requirements.	equipment to the end-user.			
4. The end-user will confirm and sign in the IAR, RIS, and PAR or ICS to confirm the transfer and receipt of the items	4. The Supply Officer/Staff prepares the Inspection and Acceptance Report, COA Inspection Report, Disbursement Voucher, Inventory Custodian Slip/Property Acknowledgement Report for payment process.	None	1 day	Supply Officer/Staff/End-user
	5. The Supply Office Staff submit the documents to the designated signatories for approval and will be forwarded to the Accounting Office for processing of payment.	None	1 day	Supply Officer/Staff/VPAF/Accounting Staff
	TOTAL:		8 hours and 43 minutes	



**Supply and Property Office
Internal Services**

2. PROCUREMENT PROCESS (PREPARATION OF FUNDING REQUEST)

Procurement Process (Preparation of Funding Request) - this procedure covers activities for the requisition of supplies, materials, and equipment for procurement as governed by the Revised Implementing Regulations of R.A. 9184.

Office/Division:	Supply And Property Office			
Classification:	Simple			
Type of Transaction:	G2C – Government-to-Citizen			
Who may avail:	Faculty And Non-Teaching Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Approved Project Proposal or Letter of Request	Client			
Purchase Request, 3 copies	Supply Officer/Staff			
Requisition and Issue Slip, 3 copies	Supply Officer/Staff			
Certification as to Stock Availability and APP Inclusion, 2 copies	Supply Officer/Staff			
Funding Request, 3 copies	Supply Officer/Staff			
APP & PPMP, 1 copy	Supply Officer/Staff			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. End-user or requesting personnel submits an approved project proposal or letter request with complete item specifications.	1. The Supply Officer/Staff prepares necessary documents including the Purchase Request, Requisition and Issue Slip, Certification as to Stock Availability and APP Inclusion, and Funding Request.	None	25 minutes	Supply Officer/Staff/Supply Office
	2. The Supply Officer certifies as to the availability of the requested supplies and materials and verifies their inclusion in the Annual Procurement Plan.	None	2 minutes	Supply Officer
	3. Procurement documents are submitted to the end-user or requesting personnel for review and signature.	None	5 minutes	End-user

	4. The procurement documents are then submitted to the Campus Director or VP for Admin. and Finance for approval of Purchase Request and Requisition and Issue Slip.	None	3 minutes	Campus Director/VPAF
	5. The procurement documents are presented to the Budget Officer and Accountant to confirm the availability of funds for the procurement.	None	8 minutes	Budget Officer/Accountant
	6. Finally, the procurement documents are forwarded to the Office of the VPAF and Office of the President for final approval of the Funding Request.	None	8 hrs	VPAF/University President
	TOTAL:		8 hours and 43 minutes	

Procurement Process (Preparation of Funding Request) qualified for multi-stage processing.



FEEDBACK AND COMPLAINTS MECHANISM	
How to send a feedback?	Answer the client feedback form and drop it at the designated drop box per office.
How feedbacks are processed?	<p>Client Feedbacks are collected, collated by the Office of Quality Assurance during Internal Audit</p> <p>Client Feedbacks is reported in Management Review and acted appropriately by the office concerned.</p> <p>Any answer is relayed to the client.</p> <p>For inquiries/follow up, clients may contact the telephone no. (056) 211 – 0200 or (056) 211 – 0103</p>
How to file a complaint?	<p>Complaints maybe filed thru a letter addressed to:</p> <p>The President Sorsogon State University Magsaysay Street, Salog (Pob), Sorsogon City Or email at op@sorsu.edu.ph</p> <p>Complaints maybe also relayed thru telephone no. (056) 211 – 0200 or (056) 211 - 0103;</p> <p>Make sure to provide the following information:</p> <p>Name of the person being complained Incident Evidence</p> <p>For inquiries/follow up, clients may contact the telephone no. (056) 211 – 0200 or (056) 211 – 0103</p>
How complaints processed?	<p>The complaints are directed to the specific offices that handle specific complaints.</p> <p>Complaints Officer is in charge of facilitating the complaints in specific collegial bodies.</p> <p>The Complaint Officer will give the feedback/status of the complaint to the client.</p> <p>For inquiries/follow up, clients may contact the telephone no. (056) 211 – 0200 or (056) 211 – 0103</p>
Contact Information	<p>Presidential Complaints Center (PCC): 8888admin@malacanang.gov.ph. 8888 (CALL)</p>

Contact Center ng Bayan: email@contactcenterngbayan.gov.ph.
0908-8816565 (SMS)

Anti-Red Tape Authority: complaints@arta.gov.ph.
0920-925-3078 (SMS)
0998-856-8338 (SMS)
(02) 8246-7940 (CALL)



Office	Address	Contact Information
Office of the President	Magsaysay St, Salog (Pob) Sorsogon City	(056) 211-0103 dejesus.geraldine@sorsu.edu.ph op@sorsu.edu.ph
Sorsogon City Campus	Magsaysay St, Salog (Pob) Sorsogon City 4700	Dr. Telesforo D. Escoto Tel No.: (056) 211-0103 loc 105 Email Address: escoto.telesforo@sorsu.edu.ph
Bulan Campus	Zone 8, Bulan Sorsogon	Ms. Ma. Elena C. Demdam Tel No.: (056) 311-9800 Email Address: demdammaelena@sorsu.edu.ph
Castilla Campus	Mayon, Castilla, Sorsogon	Dr. Andrew F. Detera Tel No.: (056) 211-0103 loc 405 Email Address: andrewdetera@sorsu.edu.ph
Magallanes Campus	Aguada Norte, Magallanes, Sorsogon	Ms. Lynn C. Mendoza Tel No.: (056) 211-0103 loc 305 Email Address: lcmendoza@sorsu.edu.ph
Vice President for Academic Affairs	Magsaysay St, Salog (Pob), Sorsogon City	(056) 211-0103 loc 134 jhonner.ricafort@sorsu.edu.ph
Vice President for Administration and Finance	Magsaysay St, Salog (Pob), Sorsogon City	(056) 211-0103 loc 130 gerald.fulay@sorsu.edu.ph
Vice President for Research, Extension and Training	Magsaysay St, Salog (Pob), Sorsogon City	(056) 211-0103 loc 108 ryan.dio@sorsu.edu.ph
University Board Secretary (Acting Board Secretary) Attorney IV	Magsaysay St, Salog (Pob), Sorsogon City	(056) 211-0103 loc 1000 bongapat.maryjoy@sorsu.edu.ph
Campus Director Sorsogon City	Magsaysay St, Salog (Pob), Sorsogon City	(056) 211-0103 loc 105 escoto.telesforo@sorsu.edu.ph
Campus Director Bulan	Magsaysay St, Salog (Pob), Sorsogon City	(056) 311-9800 demdammaelena@sorsu.edu.ph
Campus Director Castilla	Magsaysay St, Salog (Pob), Sorsogon City	(056) 211-0103 loc 405 andrewdetera@sorsu.edu.ph
Campus Director Magallanes	Magsaysay St, Salog (Pob), Sorsogon City	(056) 211-0103 loc 305 lcmendoza@sorsu.edu.ph
Dean, Graduate School	Magsaysay St, Salog (Pob), Sorsogon City	(056) 211-0103 loc 1361 sihjaner@sorsu.edu.ph
Chief Administrative Officer- Finance Division	Magsaysay St, Salog (Pob), Sorsogon City	(056) 211-0103 loc 135 ldberdin@sorsu.edu.ph
Chief Administrative Office- Administrative Division	Magsaysay St, Salog (Pob), Sorsogon City	(056) 211-0103 loc 109 msjestur@sorsu.edu.ph
Supervising Administrative Officer Finance Division	Magsaysay St, Salog (Pob), Sorsogon City	(056) 211-0103 loc 120 rdlabitag@sorsu.edu.ph
Supervising Administrative Officer Administrative Division	Magsaysay St, Salog (Pob), Sorsogon City	(056) 211-0103 loc 109 mgbarrozo@sorsu.edu.ph

Director, Quality Assurance	Magsaysay St, Salog (Pob), Sorsogon City	jenetbfuentes@sorsu.edu.ph
Director, Research & Devt.	Magsaysay St, Salog (Pob), Sorsogon City	(056) 211-0103 loc 108 gonzales.ivyrose@sorsu.edu.ph
Director, Extension and Training Services	Magsaysay St, Salog (Pob), Sorsogon City	(056) 211-0103 loc 108 fortes.ana@sorsu.edu.ph
Director, Planning Management	Magsaysay St, Salog (Pob), Sorsogon City	(056) 211-0103 loc 118 decastro.catherine@sorsu.edu.ph
Director, Project Management	Magsaysay St, Salog (Pob), Sorsogon City	(056) 211-0103 loc 117 gegajo.luisita@sorsu.edu.ph
Director, International Relations Office	Magsaysay St, Salog (Pob), Sorsogon City	vlchua@sorsu.edu.ph
Director, Student Devt. Services	Magsaysay St, Salog (Pob), Sorsogon City	jarque.crisanta@sorsu.edu.ph
Director, Sentro ng Wika at Kultura	Magsaysay St, Salog (Pob), Sorsogon City	felisa.marbella@sorsu.edu.ph
Director, General Services & Maintenance	Magsaysay St, Salog (Pob), Sorsogon City	(056) 211-0103 loc 114 jaramiel.chris@sorsu.edu.ph
Director, MIS	Magsaysay St, Salog (Pob), Sorsogon City	(056) 211-0103 loc 119 rvguides@sorsu.edu.ph
Director, Business Affairs	Magsaysay St, Salog (Pob), Sorsogon City	mendoza.romeo@sorsu.edu.ph
Director, GAD	Magsaysay St, Salog (Pob), Sorsogon City	duran.richard@sorsu.edu.ph
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