



Republic of the Philippines
PHILIPPINE STATE COLLEGE OF AERONAUTICS
Villamor Air Base, Pasay City
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June 15, 2009

Director EVA F. OLMEDILLO
Director II
Civil Service Commission
DFA Field Office
DFA Building, Pasay City



Dear Director Olmedillo:

In compliance to your letter dated June 1, 2009, submitted herewith is the Proposed Anti-Red Tape Act Plans & Programs of the Philippine State College of Aeronautics.

We anticipate with sincere appreciation your support to our Anti-Red Tape Programs especially the projected conduct of the Seminar-Workshops on the ARTA and the PMS-OPES.

Very truly yours,

BERNARD R. RAMIREZ, Ed.D.
Vice President for Administration & Finance



PHILIPPINE STATE COLLEGE OF AERONAUTICS

CITIZEN'S CHARTER

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9485 otherwise known as the Anti-Red Tape Act of 2007

Updated 12/6/12

VISION

PhilSCA is a leader institution committed to the scientific & technological advancement of aeronautical science responsive to the dynamic and emerging demands for world-class professionals of the industry.

MISSION

To produce world-class Aeronautics professionals imbued with commitment, excellence, responsibility and integrity through advanced level of instructions, and research.

PERFORMANCE PLEDGE

We, the officials and employees of Philippine State College of Aeronautics, do hereby pledge to:

Provide you with efficient service rendered by courteous personnel from 8:00am to 5:00pm without noon break and extend, whenever circumstances require until 8:00PM, of in-demand/or critical service areas for your benefit;

Hold our staff responsible for all their actions by swiftly acting on your queries and complaints within a day through our **Officer of the Day** at designated Help Desk , web mail services and Text Services and take corrective measures to improve our services ;

Implement quality management service in all areas of concern in order to shorten the processing period of all our services by adhering to the time schedules of our frontline services;

Lead in providing non-discriminatory services to women, physically incapable, differently-abled, senior citizens and other disadvantaged sectors of our society by attending to their special needs, comments, suggestions and other concerns;

Strive for clean, honest, morally-efficient, God-fearing bureaucracy which will become a model among State Universities and Colleges;

Commit and guarantee that our services will be graft –free and fixer- free so that our standard of delivering services will remain at all times open and transparent;

Acept criticisms, comments, suggestions and recommendations from our Clients as a means of improving our services, disciplining those staff who falls short of your expectations, or conversely rewarding those who have rendered exemplary services.

These we pledge because you deserve only the best service from **US!**

FEEDBACK AND REDRESS MECHANISM

Your comments are important to us. Please feel free to contact us so we can deliver better service to you by doing these steps:

- ⇒ Accomplish our Feedback Form available in our offices and drop it in the Suggestion Box located at the Front Desk in the Bldg A Lobby;
- ⇒ Email your feedback at hr.philsca@yahoo.com or call / text us at mobile phone number 425-7595;
- ⇒ Or talk to our **OFFICER OF THE DAY**

If you are unsatisfied with our service, your concern or complaint will be promptly attended to by our ***Officer of the Day*** at our Help Desk at the Bldg A Lobby.

THANK YOU VERY MUCH for helping us improve the delivery of our services.

LIST OF FRONTLINE SERVICES
MAIN CAMPUS AND SATELLITE CAMPUSES

Type of Frontline Services	Fees	Forms	Processing Time (Under Normal Circumstances Per Transaction)	Person In-Charge
<p>OFFICE OF ADMISSION (REGISTRAR)</p> <p>EXAMINATIONS AND ENROLMENT</p> <p>a. Application for Entrance Exam -Main Campus -Satellite Campuses</p> <p>b. Enrollment -Main Campus -Satellite Campuses</p> <p>EVALUATION, CERTIFICATION, AUTHENTICATION</p> <p>a. Evaluation of Grades -Main Campus -Satellite Campus</p> <p>b. Completion/Removal of Grades -Main Campus -Satellite Campus</p> <p>c. Certification of School Records</p>	<p>P300.00</p> <p>P200/unit-1styr. 200/unit- 2nd yr. 160/unit- 3rd yr. 100/unit- 4th yr. 100/unit- 5th yr.</p> <p>Miscellaneous Fee:</p> <p>P1,430.00-1st, 2nd, 3rd year</p> <p>P1,070.00-4th and 5th year</p> <p>Laboratory Fee:</p> <p>P105.00/hour (Eng'g, Computer, Science)- 1st, 2nd, 3rd year P80.00/hour (Eng'r, Comp, Science)- 4th and 5th year</p> <p>P80.00</p> <p>P40.25</p> <p>P40.00</p>	<p>Form No. 5</p> <p>Form No. 9</p> <p>Form No. 8</p> <p>Form No. 9</p> <p>Diploma/</p>	<p>20 minutes</p> <p>35 minutes</p> <p>30 minutes</p> <p>10 minutes</p> <p>15 minutes</p>	<p>Student Assistants</p> <p>Registrar staff, Dept. Coordinators/Advisers</p> <p>Grades Evaluator</p> <p>Grades Evaluator</p> <p>Grades</p>

-Main Campus -Satellite Campus		TOR Forms		Evaluator
d. Application for Graduation	P60.00	Form No. 9	15 minutes	Action Officer, Registrar
-Main Campus -Satellite Campus				
e. Authentication of Diploma/Transcript of Records	P70.00/ document	Form No. 5 (Clearance)	18 minutes *Satellite campuses may take more than 10 days to process since TOR is issued by main office	College Registrar
-Main Campus -Satellite Campus				
f. Claiming of Diploma	Free	Diploma	20 minutes	Student Assistant
-Main Campus -Satellite Campus				
ACCOUNTING OFFICE				
a. Assessment of Fees	Free	Form 5 (Clearance)	7-10 minutes	Action Officer
- Main Campus - Satellite Campuses				
LIBRARY SERVICES				
Access to Library Services				
a. Access to Info Tech Room	Free	Library I.D.	Max 45 minutes	Library Staff
b. Inside Reading Service	Free*	None**		Library Staff
c. Processing of Library I.D.	Free	Library I.D. Information Sheet	Max 12 hours 10 minutes	Library Staff Library Staff Library Staff
d. Book Lending	Free	Library Card	5-8 minutes	Library Staff
-Main Campus -Satellite Campus	Free			
OFFICE OF STUDENT AFFAIRS				
a. Actual Admission Test	P300.00	AAT Form	1-2 hours	Testing Officer
b. Application for Scholarship (SK, Dependents of Barangay Officials, Dependents of Military, Veterans, SYDP-QC, Entrance, Non-Academic, etc)	Free	Application Form	7 days	Dean
- Main Office - Satellite Campuses				

<p>COLLECTING OFFICE</p> <p>a. Payment of Tuition/Miscellaneous Fees</p>	<p>P200.00/unit- 1st & 2nd year; P160.00/unit – 3rd year; P100.00/unit- 4th & 5th year</p> <p>Miscellaneous Fees: 1st, 2nd, 3rd Year P1,430.00</p> <p>4th and 5th Year P1,070.00</p> <p>Laboratory Fees: 1st, 2nd, 3rd year</p> <p>Eng'g Lab;P105/hr</p> <p>Comp Lab:P105/hr</p> <p>Science Lab.105/hr</p> <p>4th and 5th year Eng'g Lab: P80/hr Comp Lab:P80/hr Science lab:P80/hr</p>	<p>Order of Payment Form</p>	<p>6 minutes</p>	<p>Collecting Officer</p>
<p>Medical Office(Main Campus only)</p> <p>a. Walk-In Consultation</p> <p>b. Issuance of Medical Certificate</p> <p>c. *Physical Examination</p> <p>*Physical Examination during the semester includes the students from satellite campuses</p>	<p>Free</p> <p>Free</p> <p>Free</p>	<p>None</p> <p>Medical Certificate</p> <p>None</p>	<p>15 minutes</p> <p>5 minutes</p> <p>6 minutes</p>	<p>Nurse, College Physician</p> <p>Nurse, College Physician</p> <p>Nurse, College Physician</p>

**MAIN CAMPUS AND SATELLITE CAMPUSES
FRONTLINE SERVICES**

APPLICATION FOR ENTRANCE EXAM

Schedule of Availability of Service:

August to October / Monday to Friday/ 8:00 –500 P.M. without noon break

Who May Avail of the Service?

Incoming Freshmen and Transferees

What are the Requirements?

F138 or High School Card and/or Certification from the Principal as Candidate for Graduation, 2 pcs 1x1 pictures

Duration: 20 minutes

How to avail of the Service?

Step	Applicant/Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Person in Charge	Fees	Form
1	Present the Requirements and secure application for entrance exam form	Check the requirements and Issue application form for examination	3 minutes	Student Assistant	P300.00	
2	Present the duly accomplished form	Check the application form if it properly filled up and advise the student to pay entrance exam fee.	3 minutes	Student Assistant		
3	Secure Order of Payment from the Accounting office and pay entrance exam fee to the Collecting Office, then present the O.R. at the Registrar's Office	Record the name of the applicant and fill up the lower portion of the form with the schedule of exam.	3 minutes	Student Assistant		
4	Receive the Examination Permit and sign in the logbook	Issue the permit.	1 minute			
5		Provide list of applicants to OSA	10 minutes			
END OF TRANSACTION						

ENROLLMENT

Schedule of Availability of Service:

Monday to Friday/ 8:00 – 5:00 P.M. without noon break

Who May Avail of the Service?

Incoming Freshmen and Transferee student who passed the College Entrance Test/
Old Students

What are the Requirements?

New students-applicants who passed the exam are qualified for enrolment/Original
F138/Certificate of Good Moral/Birth Certificate/Medical Certificate, one 2x2
picture

Old Student - Evaluation of Grades/Graded Classcards/Medical Certificate

Duration: 28 minutes

How to avail of the Service?

Step	Applicant/Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Person in Charge	Fees	Form
1	Present the Original Requirements	Check the requirements and if it is complete issue Application Form for Admission/and conduct Interview	5 minutes	Student Assistant		
2	Present requirements to the Clinic	*Medical Officer will conduct Medical Exam to the student. Issue medical certificate.	10 minutes	Medical Officer		
3	Present the filled-up Form to the respective Deans/Adviser	* Respective Deans/Adviser will approve the pre-registration form	10 minutes	Department Deans		
4	Present Pre-Registration Form with the schedule of classes duly approved by the respective Deans & Medical Certificate from the College Physician	Check the pre-registration form for: <ul style="list-style-type: none"> • Pre-requisite subject • Number of units enrolled • Subjects enrolled • Signature of adviser Approve the Pre-registration form and	1 minutes	Registrar Personnel		

		Issue registration form				
5	<p>Fill up the registration form and let it be signed by the following:</p> <ul style="list-style-type: none"> • Department Adviser • Library • SSC • NSTP <p>Return the registration form at the Registrar office for approval</p>	Check the form if it properly filled-up and approved the enrollment form	5 minutes	Registrar Personnel		
6	Proceed to Accounting office for assessment, pay at the Collecting Office and bring back the Registrar's Copy of enrollment form with the official receipt of payment.	Check the official receipt of payment and get the registrar's copy of enrollment form. Issue class card and advise the student to claim their I.D. at the IGP office.	3 minutes	Registrar Personnel		
END OF TRANSACTION						

EVALUATION OF GRADES

Schedule of Availability of Service:

Monday to Friday/ 8:00 – 5:00 P.M without Noon break.

Who May Avail of the Service?

All students currently enrolled/Parents & Guardian of the students

What are the Requirements?

Official Receipt of Payment

Duration: 30 minutes

How to avail of the Service?

Step	Applicant/Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Person in Charge	Fees	Form
1	Submit Accomplished form with official receipt	Receive the form & receipt of payment. Record the name of the student in the logbook. Issue claim stub.	2 minutes	Student Assistant	Php 80.00	Form # 9
2	Receive claim stub and wait for the release.	Issue claim stub.		Student Assistant		
3		Retrieve the record of the student and Check the credential of the student if is already complete. Entry Grades in the Registration Form of the Student and transfer the Grades in the Evaluation Form.	25 minutes	Action Officer-Evaluator		
4	Receive the evaluation form	Record the finish evaluation in the Logbook/indicate remarks if there is deficiency on the record of the students. Release the evaluation.	3 minutes	Student Assistant		
END OF TRANSACTION						

APPLICATION FOR COMPLETION/REMOVAL OF INC GRADES

Schedule of Availability of Service:

Monday to Friday/ 8:00 –5:00P.M without Noon break.

Who May Avail of the Service?

Students/Parents & Guardian of the students (with authorization duly notarized)

What are the Requirements?

Receipt of Payment

Duration: 10 minutes

How to avail of the Service?

Step	Applicant/Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Person in Charge	Fees	Form
1	Submit accomplished form duly paid with Official Receipt by the client	Receive form & verify students records	5 minutes	Student Assistant	Php 40.00	PhilSCA Form No. 8
2	Receive the half portion of the form as proof that they already complied their INC grade. Sign in the logbook	Record the completed grades, file the completion form of the student in their 201 file and let the student receive the half portion of the completion form	5 minutes			
END OF TRANSACTION						

APPLICATION FOR GRADUATION

Schedule of Availability of Service:

First two months of the year / Monday to Friday/ 8:00 – 12:00 NOON & 1:00-4:00 P.M. without noon break

Who May Avail of the Service?

Graduating Students

What are the Requirements?

Evaluation Form duly signed and certify by a Registrar Personnel
Certification of Grades (presently enrolled)

Duration: 15 minutes

How to avail of the Service?

Step	Applicant/Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Person in Charge	Fees	Form
1	Present the Evaluation Form and Certification of Grades	Check the completeness of Grades in the evaluation and Certification. Also check if the student has complete credential. Issue application for graduation form.	3 minutes	Student Assistant		
2	Fill-up the application form properly	Encode the subjects, grades and units in the application form	10 minutes	Student Assistant		
3	Wait for the posting of Master List of Candidate for Graduation	Posting	2 minutes	Staff C		
END OF TRANSACTION						

CLAIM OF DIPLOMA

Schedule of Availability of Service:

Monday to Friday/ 8:00 –5:00P.M without Noon break.

Who May Avail of the Service?

Students/Parents & Guardian of the students (with authorization duly notarized)

What are the Requirements?

Official Clearance, Receipt of Payment, Certificate of OJT

Duration: 20 minutes

How to avail of the Service?

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Submit accomplished form duly paid with Official Receipt	Receive form & verify students records if graduate	10 minutes	Student Assistant	Php 165.00	PhilSCA Form No. 9
2	Receive the Diploma. Sign in the logbook	Issue the Diploma, record and let the student sign in the logbook	10 minutes			
END OF TRANSACTION						

APPLICATION FOR CERTIFICATIONS

Schedule of Availability of Service:

Monday to Friday/ 8:00 –5:00P.M without Noon break.

Who May Avail of the Service?

Students/Parents & Guardian of the students (with authorization duly notarized)

What are the Requirements?

Receipt of Payment

Duration: 15 minutes

How to avail of the Service?

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Submit accomplished form duly paid with Official Receipt by the client	Receive form & verify students records	2 minutes	Student Assistant	Php 40.00	PhilSCA Form No. 9
2		Prepare the certification	5 minutes	Student Assistant		
3		Signature of the College Registrar	2 minutes			
4		Affix the Dry Seal	2 minute			
5	Receive the certification and sign in the logbook	Issue the certification, record and let the student sign in the logbook	3 minutes			
END OF TRANSACTION						

AUTHENTICATION OF TOR & DIPLOMA

Schedule of Availability of Service:

Monday to Friday/ 8:00 -500 P.M.

Who May Avail of the Service?

Students/Parents & Guardian of the students (with authorization duly notarized)

What are the Requirements?

Original & Photocopy of Transcript of Records and Diploma

Duration: 18 minutes

How to avail of the Service?

ACCOUNTING OFFICE

Step	Applicant/Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Person in Charge	Fees	Form
1	Submit Accomplished form with official receipt of payment, original copy of TOR & Diploma	Receive form and record in the logbook	2 minutes	Student Assistant	PhP 70.00	
2		Verify as to the authenticity (original copy of TOR & Diploma)	5 minutes	Registrar personnel		
3		Photocopying of the documents, affix the notation (rubber stamp) as certified true copy	5 minutes	Student Assistant		
4		Signature of the Registrar	2 minutes	College Registrar		
5		Affix the Dry Seal of the College	2 minutes	Student Assistant		
6	Receive the authenticated documents and sign in the logbook	Release the documents and let the student sign in the logbook	2 Minutes	Action Officer (Student Assistant)		
END OF TRANSACTION						

Assessment of School Fees

Schedule of Availability of Services:

Monday to Friday

8:00AM-5:00PM without noon break

Who May Avail of the Services?

All students who are going to pay the fees as required.

What are the Requirements?

1. Duly accomplished Certificate of Registration(PhilSCA Form No. 5) in four copies(Accounting, Registrar, Collecting, Student's copy) approved and signed by the Department Advisers and Registrar
2. Clearance from property and financial accountabilities of last semester attended(for old students) at PhilSCA or in lieu thereof, the Old Certificate of Registration from the previous semester.

Duration: 7-10 minutes

How to Avail of the Services?

Step	Applicant/Client	Service Provider	Duration of Activity(Under Normal Activity)	Person-In-Charge	Fee	Form
1	Submit Certificate of Registration (PhilSCA Form 5). For old Students, submit clearance in addition to PhilSCA Form 5.	Receive and review the documents presented in terms of completeness of entries, number of copies and accuracy of entries on the registration forms and the signatures on the clearance.	1 minute	Action Officer	None	Form No. 5 (clearance)
		Check the total number of units, laboratory hours and enrolled subjects	1 minute	Action Officer		
		Assess tuition of the client/student as to enrolled units and laboratory hours if any, for the semester/trimester including miscellaneous fees.	2 minutes	Action Officer		
		Recompute the totals and affix signatures on all copies of PhilSCA Form 5 in the assessor's portion and inform the client/student the total assessed fees he/she is going to pay.	2 minutes	Action Officer		
END OF TRANSACTION						

LIBRARY SERVICES

Schedule of Availability of Service:

Monday-Friday

8:00am-8:00pm without noon break/dinner break

Who May Avail of the Service?:

Bonafide students of PhilSCA, Faculty and Administrative Personnel

Alumni and students from other school

What are the Requirements?

Proper uniform, Library ID

PhilSCA Employees ID

School ID of students from other school

Duration: 1 to 2 minutes

How to Avail of the Service?

Step	Applicant/Client	Service Provider	Duration if Activity(under normal circumstances)	Person In-Charge	Fee	Form
1	Bonafide students must present Library I.D. upon entry	Verify the Library ID of the user	10 sec	Student Assistants	None	Library I.D.
2	Deposit bags, folders, binders	Receive and provide numbers	10 secs	Student Assistants		
	For Alumni, present letter request	Verify letter and Identification of the User	1 minute	Student Assistants		
	Students from other school must present request letter or referral letter from their Librarian	Receive, verify the letter and school ID of the user	1 minute	Student Assistants		
3	Fill up information sheet and drop in drop box	Tally number of daily users	5 seconds	Student Assistants		
4	Claim deposited bag, binder or folder	Check if no items were brought out and release deposited items	1 minute	Student Assistant		
END OF TRANSACTION						

InfoTech ROOM SERVICE

Schedule of Availability of Service

Monday to Friday
8:00 AM to 8:00 PM without noon break

Who May Avail of the Service?

Bonafide students of PhilSCA, Faculty and Administrative Personnel

What are the Requirements:

Proper uniform, Library ID
PhilSCA Employees ID

Duration: 30 to 45 minutes

How to Avail of the Service?

Step	Applicant/Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Person Charge In-	Fee	Form
1	Sign in computer logbook upon entry	Assign PC to be used	1 minute	Student Assistant	None	None
2	Start access to internet	Monitor usage	30 minutes maximum	Student Assistant/Staff	None	
	*printing of research work	Assist in printing				
	*payment Order Form	Accept OR and print request				
3	Log out PC	Record log out of PC	1 minute	Student Assistant/Staff		
END OF TRANSACTION						

INSIDE READING SERVICE

Schedule of Availability of Service

Monday to Friday
8:00 AM to 8:00 PM without noon break

Who May Avail of the Service?

Users of the library

What are the Requirements?

Proper uniform, Library ID
PhilSCA Employees ID
School ID of students from other school

Duration: maximum of 12 hours

How to Avail of the Service?

Step	Applicant/Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Person In-Charge	Fee	Form
1	Present Library ID when borrowing books	Provide the book, get the ID and attached to the Book Card	1 minute	Staff	None	None
	For alumni, present ID upon borrowing books					
	For students of other schools, present ID upon borrowing books					
2.	Receive book/s	Monitor users inside the Library	12 hours maximum	Staff, student assistant		
3.	Return borrowed book/s	Return ID to borrower	1 minute	Staff, student assistant		
		Return book to the shelf				
END OF TRANSACTION						

PROCESSING OF LIBRARY ID

Schedule of Availability of Service

Monday to Friday

8:00 AM to 8:00 PM without noon break

Who May Avail of the Service?

Students

What are the Requirements?

Accomplished Registration Form

1"x1" picture

Duration: 15 minutes

How to Avail of the Service?

Step	Applicant/Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Person In-Charge	Fee	Form
1	New Students: Present Registration Form and one(1) 1x1 ID Picture	Receive Registration Form and ID picture	2 minute	Staff, student assistant	None	Library ID Information Sheet
		Provide Information Sheet				
2	Fill up Information Sheet	Receive, verify and stamp Registration Form	2 minutes	Staff, student assistant		
		Process Library ID	10 minutes	Staff, student assistant		
	For lost Library ID, present Affidavit of Loss, one(1) 1x1 ID picture, Registration Form Request Order Payment Form and pay fee for lost ID to the cashier	Receive O.R., Affidavit of Loss and ID picture Process the Library ID				
	Old Students: Present Registration Form and Library ID	Affix sticker to validate Library ID Stamp Registration Form				
4	Claim the Library ID	Record released Library ID	1 minute			
END OF TRANSACTION						

LENDING OUT OF BOOKS FOR HOME USE

Schedule of Availability of Service

Monday to Friday

8:00 AM to 8:00 PM without noon break

Who May Avail of the Service:

Students

PhilSCA Employees

What are the Requirements:

Library ID

PhilSCA Employees ID

Duration: 5 to 10 minutes

How to Avail of the Service?

Step	Applicant/Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Person In-Charge	Fee	Form
1	Students must present Library ID	Verify ID presented	5 seconds	Staff, student assistant	None	Borrower's Card
	Employees must present Company ID					
2	Present borrowed Book	Check the Book and Issue borrower's card	2 minutes	Staff, student assistant		
	Write name and book details in the borrower's card	Stamp due date to return book and Release the Book	1 minute	Staff, student assistant		
3	Return the book on due date	Receive and check the book for discrepancies	1 minute	Staff, student assistant		
	*Overdue books are subject to fine of P__ per day of delay	Cross out the name of borrower in the Borrower's Card				
END OF TRANSACTION						

OFFICE OF STUDENT AFFAIRS

PHILSCA Admission Test

Schedule of Availability of Service:

For 1st Semester: March-April-May:

For 2nd Semester: August-October:

Monday, Wednesday and Friday

Daily (Walk-In Applicants)

8:00-10:00 A.M First Session

9:00-3:00 P.M

1:00-3:00 P.M Second Session

Who May Avail of the Service?

All high school graduates and transferees who wish to enroll in PhilSCA

What Are the Requirements?

FRESHMEN:

1. Form 138 (High School Card)
2. Certificate of Good Moral Character
3. Birth Certificate (NSO copy)
4. Two pcs. 1 x 1 picture (white background)

TRANSFEEE:

1. Official Transcript of Records (for evaluation)
2. Honorable Dismissal/ Transfer Credentials from last School Attended
3. Certificate of Good Moral Character
4. Birth Certificate (NSO copy)
5. Two pcs. 1 x 1 picture (white background)

How to Avail of the Service?

Step	Applicant/ Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Person In-Charge	Fee	Form
1	Present complete requirements	Verifies documents and issue Application Form	5 minutes	Dean	P300.00	Application Form
2	Fill out Application Form and secure Order of Payment	Accounting Office Issues Order of Payment; Collecting Office accepts payment and issues Official Receipt	10 minutes	Action officer of Accounting and Collecting Office		Official Receipt
3	Present Official Receipt and Application Form	Verify O.R., issues Test Permit and schedule of Test; forward list of examinees to Guidance	3 minutes	Dean		

		Office				
4	Take the Test	Administer Test	1-2 hours(Depending on course applied)	Testing Officer		
5	Wait for the Test Result	Check, evaluate and post Test Result	1 st Semester- 2 days 2 nd Semester- 30 minutes	Guidance Officer		
6	Passer will take interview	Conducts interview	5 minutes	Guidance Officer		
		Issues Student Data Sheet	1 minute	Guidance Officer		Student Data Sheet
7	Fill Out Student Data Sheet	Check Data Sheet and issues recommendation for enrolment	3 minutes	Guidance Officer		
END OF TRANSACTION						

SCHOLARSHIP GRANTS

Types of Scholarship Grants:

Sanguniang Kabataan(SK) Scholarship

(Republic Act No. 7160 Chapter 8 Sangguniang Kabataan Section 434, Privilege of Sangguniang Kabataan Officials during their incumbency, Sangguniang Kabataan shall be exempted from paying their tuition and matriculation fees while enrolled in public tertiary schools, including State Colleges and Universities.)

Schedule of Availability of Service:

Monday-Friday / 8:00-5:00 PM without noon break

Who may avail of this scholarship grant:

All elected or incumbent SK officials of all barangays of Pasay City

Requirements:

- a. Certification of Election or Incumbency from DILG / LGU/ (One Original and one Photo copy)
- b. Latest Certificate of Registration from the SUC (Photo Copy)
- c. Certificate of Good Moral Character from last school attended (Photo Copy)
- d. Two 2 x 2 pictures (any background color)

Duration:

How to avail of the Services?:

Step	Applicant / Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Fee	Form
1	Submit all requirements by the applicant to OSA	Check the veracity of all submitted documents	10-20 minutes	No Fees to be Collected	
2	Applicant will be advised to be back after One Week	OSA staff will draft Special Order and Letter of Endorsement to be signed by the Dean of Student Affairs	10 – 20 Minutes		
3		After signing, S.O. and Endorsement Letter will be forwarded to VPAA, VPAF and OIC for their signature and approval	10 – 20 Minutes		
4		After approval by the OIC, the Records Office will give OSA the S.O for the student	One Week		
5	After One week, Student Applicant will go back to OSA to get his/her S.O. copy	OSA staff will give his/her S.O. copy	5 - 10 minutes		

END OF TRANSACTION

Dependents of Barangay Officials

(Local Government Code and CHED Order no. 62 s. 1997)

Schedule of Availability of Service:

Monday-Friday / 8:00-5:00 PM without noon break

Who may avail of this scholarship grant:

All legitimate sons / daughters of barangay officials of Pasay City

Requirements:

- a. Certification of Election or Incumbency of the mother or father being a barangay official (Photo copy)
- b. ID Card of the parent who is a Barangay Official (photo copy)
- c. Latest Certificate of Registration from the SUC (photo Copy)
- d. Certificate of Good Moral Character from last school attended (photo Copy)
- e. NSO Authenticated Birth Certificate
- f. Two 2 x 2 pictures (any background color)

Duration: 7.5 Days

How to avail of the Service?:

Step	Applicant / Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Fee	Form
1	Submit all requirements by the applicant to OSA	Check the veracity of all submitted documents	10-20 minutes	No Fees to be Collected	
2	Applicant will be advised to be back after One Week	OSA staff will draft Special Order and Letter of Endorsement to be signed by the Dean of Student Affairs	10 – 20 Minutes		
3		After signing, S.O. and Endorsement Letter will be forwarded to VPAA, VPAF and OIC for their signature and approval	10 – 20 Minutes		
4		After signing by the OIC, the Records Office will give OSA the S.O for the student	One Week		
5	After One week, Student Applicant will go back to OSA to get his/her S.O. copy	OSA staff will give his/her S.O. copy	5 - 10 minutes		
END OF TRANSACTION					

Dependents of Deceased/incapacitated Military Personnel

(PD 577 "Exempting dependents of Military Personnel who die or become incapacitated in Line-of-Duty from the payment of tuition matriculation fees in public or private schools, universities, colleges and other educational institutions")

Schedule of Availability of Service:

Monday-Friday / 8:00-5:00 PM without noon break

Who may avail of this scholarship grant?

All legitimate sons / daughters of dependents of deceased/incapacitated Military Personnel

What Are the Requirements?

- a. Certification from the AFP-EBSO certifying the student applicant as beneficiary (one original and one photo copy)
- b. PD 577 Scholarship Card (from AFP-EBSO) or ID Card of the soldier (photo copy)
- c. Latest Certificate of Registration from the SUC (photo Copy)
- d. Certificate of Good Moral Character from last school attended (photo Copy)
- e. NSO Authenticated Birth Certificate
- f. Two 2 x 2 pictures (any background color)

Duration: 7.5 days

How to avail of the Services?

Step	Applicant / Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Fee	Form
1	Submit all requirements by the applicant to OSA	Check the veracity of all submitted documents	10-20 minutes	No Fees to be Collected	
2	Applicant will be advised to be back after One Week	OSA staff will draft Special Order and Letter of Endorsement to be signed by the Dean of Student Affairs	10 – 20 Minutes		
3		After signing, S.O. and Endorsement Letter will be forwarded to VPAA, VPAF and OIC for their signature and approval	10 – 20 Minutes		
4		After approval by the OIC, the Records Office will give OSA the S.O for the student	One Week		
5	After One week, Student Applicant will go back to OSA to get his/her S.O. copy	OSA staff will give his/her S.O. copy	5 - 10 minutes		
END OF TRANSACTION					

PVAO (Veterans) Scholarship*(Section 2 of Republic Act no. 65 as amended by Republic Act No. 6948)***Schedule of Availability of Service:**

Monday-Friday / 8:00-5:00 PM without non break

Who may avail of this scholarship grant?:

All legitimate dependents (sons / daughters/grandsons / daughters) of a World War II Veteran

What Are the Requirements?

- a. Certification from the DND-Philippine Veterans Office certifying the student applicant as beneficiary (one original and one photo copy)
- b. Latest Certificate of Registration from the SUC (photo Copy)
- c. Certificate of Good Moral Character from last school attended (photo Copy)
- d. NSO Authenticated Birth Certificate
- e. Two 2 x 2 pictures (any background color)

Duration: 7.5 days**How to avail of the Service?:**

Step	Applicant / Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Fee/s	Form
1	Submit all requirements by the applicant to OSA	Check the veracity of all submitted documents	10-20 minutes	No Fees to be Collected	
2	Applicant will be advised to be back after One Week	OSA staff will draft Special Order and Letter of Endorsement to be signed by the Dean of Student Affairs	10 – 20 Minutes		
3		After signing, S.O. and Endorsement Letter will be forwarded to VPAA, VPAF and OIC for their signature and approval	10 – 20 Minutes		
4		After approval by the OIC, the Records Office will give OSA the S.O for the student	One Week		
5	After One week, Student Applicant will go back to OSA to get his/her S.O. copy	OSA staff will give his/her S.O. copy	5 - 10 minutes		
END OF TRANSACTION					

Scholarship and youth Development Program, Quezon City

(A Scholarship Grant (P4,000./sem) given by the Quezon City Government to poor budeserving students upon the discretion of the Quezon City Mayor's Office)

Schedule of Availability of Service:

Monday-Friday / 8:00-5:00 PM

Who may avail of this scholarship grant?

Any student sponsored by the Quezon City Government under their SYDP Scholarship program

What Are the Requirements?

- a. Certificate of Scholarship from the SYDP Office (one original and one photo copy)
- b. Latest Certificate of Registration from the SUC (photo Copy)
- c. Certificate of Good Moral Character from last school attended (photo Copy)
- d. NSO Authenticated Birth Certificate
- e. Two 2 x 2 pictures (any background color)

Duration: 7.5 days

How to avail of the Service?:

Step	Applicant / Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Fee/s	Form
1	Submit all requirements by the applicant to OSA	Check the veracity of all submitted documents	10-20 minutes	No Fees to be Collected	
2	Applicant will be advised to be back after One Week	OSA staff will draft Special Order and Letter of Endorsement to be signed by the Dean of Student Affairs	10 – 20 Minutes		
3		After signing, S.O. and Endorsement Letter will be forwarded to VPAA, VPAF and OIC for their signature and approval	10 – 20 Minutes		
4		After approval by the OIC, the Records Office will give OSA the S.O for the student	One Week		
5	After One week, Student Applicant will go back to OSA to get his/her S.O. copy	OSA staff will give his/her S.O. copy	5 - 10 minutes		
END OF TRANSACTION					

Entrance Scholarship

(PhilSCA Board Resolution No. 046 series 2002)

Schedule of Availability of Service:

Monday-Friday / 8:00-5:00 PM

Who may avail of this scholarship grant?

All high school Valedictorians and Salutatorians (Minimum of 100 graduates)

What Are the Requirements?

- a. Certification from High School as the Valedictorian / Salutatorian (one original and one photo copy)
- b. Certification from High School that the Valedictorian / Salutatorian graduated from a class not lower than 100 students (Original and (1) photo copy)
- c. Latest Certificate of Registration from the SUC (photo Copy)
- d. Certificate of Good Moral Character from last school attended (photo Copy)
- e. NSO Authenticated Birth Certificate
- f. Two 2 x 2 pictures (any background color)
- g.

Duration: 7.5 days

How to avail of the Service?

Step	Applicant / Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Fee/s	Form
1	Submit all requirements by the applicant to OSA	Check the veracity of all submitted documents	10-20 minutes	No Fees to be Collected	
2	Applicant will be advised to be back after One Week	OSA staff will draft Special Order and Letter of Endorsement to be signed by the Dean of Student Affairs	10 – 20 Minutes		
3		After signing, S.O. and Endorsement Letter will be forwarded to VPAA, VPAF and OIC for their signature and approval	10 – 20 Minutes		
4		After approval by the OIC, the Records Office will give OSA the S.O for the student	One Week		
5	After One week, Student Applicant will go back to OSA to get his/her S.O. copy	OSA staff will give his/her S.O. copy	5 - 10 minutes		
END OF TRANSACTION					

NON-ACADEMIC SCHOLARSHIPS

(Athletic teams, musical band, combo, chorale, cultural dance troupe and editorial staff of College newspaper)

Schedule of Availability of Service

Monday-Friday / 8:00-5:00 PM without noon break

Who may avail of this scholarship grant?

All existing athletic teams, musical band, combo, chorale, cultural dance troupe and editorial staff of the College newspaper)

What Are the Requirements?

- a. Approved Constitution and By-Laws of the group
- b. Accomplishment and Financial Report for the past Two (2) semesters duly approved by the adviser
- c. Certification of Grades duly certified by the College Registrar
- d. Certificates of Registration of all members
- e. Certificate of Good Moral Character
- f. Two (2) group pictures with all members present and Two 2 x 2 pictures (any background color) of all members

Duration: 7.5 days

How to avail of the Services?:

Step	Applicant / Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Fee/s	Form
1	Submit all requirements by the applicant to OSA	Check the veracity of all submitted documents	10-20 minutes	No Fees to be Collected	
2	Applicant will be advised to be back after One Week	OSA staff will draft Special Order and Letter of Endorsement to be signed by the Dean of Student Affairs	10 – 20 Minutes		
3		After signing, S.O. and Endorsement Letter will be forwarded to VPAA, VPAF and OIC for their signature and approval	10 – 20 Minutes		
4		After approval by the OIC, the Records Office will give OSA the S.O for the student	One Week		
5	After One week, Student Applicant will go back to OSA to get his/her S.O. copy	OSA staff will give his/her S.O. copy	5 - 10 minutes		
END OF TRANSACTION					

CHED-DND-PASUC SCHOLARSHIP

Schedule of Availability of Service:

Monday-Friday / 8:00-5:00 PM without noon break

Who may avail of this scholarship grant?

All dependents of Barangay officials of Pasay City

What Are the Requirements?

- a. Certification of Election or Incumbency of the mother or father being a barangay official (Photo copy)
- b. ID Card of the parent who is a Barangay Official (photo copy)
- c. Latest Certificate of Registration from the SUC (photo Coy)
- d. Certificate of Good Moral Character from last school attended (photo Copy)
- e. NSO Authenticated Birth Certificate
- f. Two 2 x 2 pictures (any background color)

Duration: 7.5 days

How to avail of the Service?:

Step	Applicant / Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Fee/s	Form
1	Submit all requirements by the applicant to OSA	Check the veracity of all submitted documents	10-20 minutes	No Fees to be Collected	
2	Applicant will be advised to be back after One Week	OSA staff will draft Special Order and Letter of Endorsement to be signed by the Dean of Student Affairs	10 – 20 Minutes		
3		After signing, S.O. and Endorsement Letter will be forwarded to VPAA, VPAF and OIC for their signature and approval	10 – 20 Minutes		
4		After signing by the OIC, the Records Office will give OSA the S.O for the student	One Week		
5	After One week, Student Applicant will go back to OSA to get his/her S.O. copy	OSA staff will give his/her S.O. copy	5 - 10 minutes		
END OF TRANSACTION					

STUDENT ASSISTANTSHIP SCHOLARSHIP PROGRAM

Schedule of Availability of Service:

Monday-Friday / 8:00-5:00 PM without noon break

Who may avail of this scholarship grant?

All students in all levels who are financially incapable of supporting their education but who are willing to volunteer their services in student work

What Are the Requirements?

- a. Income tax Return of the family/ Certificate of Indigency from DSWD (Original)
- b. Certification of Grades duly certified by the College Registrar (Original)
- c. Letter of Intent
- d. Resume from OSA
- e. NSO Authenticated Birth Certificate
- f. Two 2 x 2 pictures (any background color)
- g. For High School Graduates:
 1. Form 138(Report Card)
 2. General Weighted Average of 85%

Duration: 7.5 days

How to avail of the Service?

Step	Applicant / Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Fee/s	Form
1	Submit all requirements by the applicant to OSA	Check the veracity of all submitted documents	10-20 minutes	No Fees to be Collected	
2	Applicant will be advised to be back after One Week	OSA staff will draft Special Order and Letter of Endorsement to be signed by the Dean of Student Affairs	10 – 20 Minutes		
3		After signing, S.O. and Endorsement Letter will be forwarded to VPAA, VPAF and OIC for their signature and approval	10 – 20 Minutes		
4		After approval by the OIC, the Records Office will give OSA the S.O for the student	One Week		
5	After One week, Student Applicant will go back to OSA to get his/her S.O. copy	OSA staff will give his/her S.O. copy	5 - 10 minutes		
END OF TRANSACTION					

SUPREME STUDENT COUNCIL SCHOLARSHIP

Schedule of Availability of Service:

Monday-Friday / 8:00-5:00 PM without noon break

Who may avail of this scholarship grant?

Elected Supreme Student Council Members of the current semester

What Are the Requirements?

- a. Certification from the COMELEC body of the College reflecting they won in the SSC Elections
- b. Latest Certificate of Registration (photo copy)
- c. Certification of Grades duly certified by the College Registrar (Original)
- d. Certificate of Good Moral Character (original copy)
- e. Two 2 x 2 pictures (any background color)

Duration: 7.5 days

How to avail of the Service?:

Step	Applicant / Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Fee/s	Form
1	Submit all requirements by the applicant to OSA	Check the veracity of all submitted documents	10-20 minutes	No Fees to be Collected	
2	Applicant will be advised to be back after One Week	OSA staff will draft Special Order and Letter of Endorsement to be signed by the Dean of Student Affairs	10 – 20 Minutes		
3		After signing, S.O. and Endorsement Letter will be forwarded to VPAA, VPAF and OIC for their signature and approval	10 – 20 Minutes		
4		After approval by the OIC, the Records Office will give OSA the S.O for the student	One Week		
5	After One week, Student Applicant will go back to OSA to get his/her S.O. copy	OSA staff will give his/her S.O. copy	5 - 10 minutes		
END OF TRANSACTION					

APPLICATION FOR ENTRANCE EXAM

Schedule of Availability of Service:

August to October / Monday to Friday/ 8:00 –500 P.M. without noon break

Who May Avail of the Service?

Incoming Freshmen and Transferee

What are the Requirements?

F138 or High School Card and/or Certification from the Principal as Candidate for Graduation, 2 pcs 1x1 pictures

Duration: 20 minutes

How to avail of the Service?

Step	Applicant/Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Person in Charge	Fees	Form
1	Present the Requirements and secure application for entrance exam form	Check the requirements and Issue application form for examination	3 minutes	Student Assistant	P300.00	
2	Present the duly accomplished form	Check the application form if it properly filled up and advise the student to pay entrance exam fee.	3 minutes	Student Assistant		
3	Secure Order of Payment from the Accounting office and pay entrance exam fee to the Collecting Office, then present the O.R. at the Registrar's Office	Record the name of the applicant and fill up the lower portion of the form with the schedule of exam.	3 minutes	Student Assistant		
4	Receive the Examination Permit and sign in the logbook	Issue the permit.	1 minute			
5		Provide list of applicants to OSA	10 minutes			
END OF TRANSACTION						

ENROLLMENT

Schedule of Availability of Service:

Monday to Friday/ 8:00 – 5:00 P.M. noon break

Who May Avail of the Service?

Incoming Freshmen and Transferee student who passed the College Entrance Test/
Old Students

What are the Requirements?

New students-applicants who passed the exam are qualified for enrolment/Original
F138/Certificate of Good Moral/Birth Certificate/Medical Certificate, one 2x2 picture

Old Student - Evaluation of Grades/Graded Classcards/Medical Certificate

Duration:

How to avail of the Service?

Step	Applicant/Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Person in Charge	Fees	Form
1	Present the Original Requirements	Check the requirements and if it is complete issue Application Form for Admission/and conduct Interview	5 minutes	Student Assistant		
2	Present requirements to the Clinic	*Medical Officer will conduct Medical Exam to the student. Issue medical certificate.	10 minutes	Medical Officer		
3	Present the filled-up Form to the respective Deans/Adviser	* Respective Deans/Adviser will approve the pre-registration form	10 minutes	Department Deans		
4	Present Pre-Registration Form with the schedule of classes duly approved by the respective Deans & Medical Certificate from the College Physician	Check the pre-registration form for: <ul style="list-style-type: none"> • Pre-requisite subject • Number of units enrolled • Subjects enrolled • Signature of adviser Approve the Pre-registration form and Issue registration form	1 minutes	Registrar Personnel		

5	<p>Fill up the registration form and let it be signed by the following:</p> <ul style="list-style-type: none"> • Department Adviser • Library • SSC • NSTP <p>Return the registration form at the Registrar office for approval</p>	<p>Check the form if it properly filled-up and approved the enrollment form</p>	5 minutes	Registrar Personnel		
6	<p>Proceed to Accounting office for assessment, pay at the Collecting Office and bring back the Registrar's Copy of enrollment form with the official receipt of payment.</p>	<p>Check the official receipt of payment and get the registrar's copy of enrollment form. Issue class card and advise the student to claim their I.D. at the IGP office.</p>	3 minutes	Registrar Personnel		
END OF TRANSACTION						

EVALUATION OF GRADES

Schedule of Availability of Service:

Monday to Friday/ 8:00 – 5:00 P.M without Noon break.

Who May Avail of the Service?

All students currently enrolled/Parents & Guardian of the students

What are the Requirements?

Official Receipt of Payment

Duration: 30 minutes

How to avail of the Service?

Step	Applicant/Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Person in Charge	Fees	Form
1	Submit Accomplished form with official receipt	Receive the form & receipt of payment. Record the name of the student in the logbook. Issue claim stub.	2 minutes	Student Assistant	Php 80.00	Form # 9
2	Receive claim stub and wait for the release.	Issue claim stub.		Student Assistant		
3		Retrieve the record of the student and Check the credential of the student if is already complete. Entry Grades in the Registration Form of the Student and transfer the Grades in the Evaluation Form.	25 minutes	Action Officer-Evaluator		
4	Receive the evaluation form	Record the finish evaluation in the Logbook/indicate remarks if there is deficiency on the record of the students. Release the evaluation.	3 minutes	Student Assistant		
END OF TRANSACTION						

APPLICATION FOR COMPLETION/REMOVAL OF INC GRADES

Schedule of Availability of Service:

Monday to Friday/ 8:00 –5:00P.M without Noon break.

Who May Avail of the Service?

Students/Parents & Guardian of the students (with authorization duly notarized)

What are the Requirements?

Receipt of Payment

Duration: 10 minutes

How to avail of the Service?

Step	Applicant/Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Person in Charge	Fees	Form
1	Submit accomplished form duly paid with Official Receipt by the client	Receive form & verify students records	5 minutes	Student Assistant	Php 40.00	PhilSCA Form No. 8
2	Receive the half portion of the form as proof that they already complied their INC grade. Sign in the logbook	Record the completed grades, file the completion form of the student in their 201 file and let the student receive the half portion of the completion form	5 minutes			
END OF TRANSACTION						

APPLICATION FOR GRADUATION

Schedule of Availability of Service:

First two months of the year / Monday to Friday/ 8:00 – 12:00 NOON & 1:00-4:00 P.M.

Who May Avail of the Service?

Graduating Students

What are the Requirements?

Evaluation Form duly signed and certify by a Registrar Personnel
Certification of Grades (presently enrolled)

Duration: 15 minutes

How to avail of the Service?

Step	Applicant/Client	Service Provider	Duration of Activity(Under normal Circumstances)	Person in Charge	Fees	Form
1	Present the Evaluation Form and Certification of Grades	Check the completeness of Grades in the evaluation and Certification. Also check if the student has complete credential. Issue application for graduation form.	3 minutes	Student Assistant		
2	Fill-up the application form properly	Encode the subjects, grades and units in the application form	10 minutes	Student Assistant		
3	Wait for the posting of Master List of Candidate for Graduation	Posting	2 minutes	Staff C		
END OF TRANSACTION						

CLAIM OF DIPLOMA

Schedule of Availability of Service:

Monday to Friday/ 8:00 –5:00P.M no Noon break.

Who May Avail of the Service?

Students/Parents & Guardian of the students (with authorization duly notarized)

What are the Requirements?

Official Clearance, Receipt of Payment, Certificate of OJT

Duration: 20 minutes

How to avail of the Service?

Step	Applicant/Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Person in Charge	Fees	Form
1	Submit accomplished form duly paid with Official Receipt	Receive form & verify students records if graduate	10 minutes	Student Assistant	Php 165.00	PhilSCA Form No. 9
2	Receive the Diploma. Sign in the logbook	Issue the Diploma, record and let the student sign in the logbook	10 minutes			
END OF TRANSACTION						

APPLICATION FOR CERTIFICATIONS

Schedule of Availability of Service:

Monday to Friday/ 8:00 –5:00P.M no Noon break.

Who May Avail of the Service:

Students/Parents & Guardian of the students (with authorization duly notarized)

What are the Requirements?

Receipt of Payment

Duration: 15 minutes

How to avail of the Service?

Step	Applicant/Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Person in Charge	Fees	Form
1	Submit accomplished form duly paid with Official Receipt by the client	Receive form & verify students records	2 minutes	Student Assistant	Php 40.00	PhilSCA Form No. 9
2		Prepare the certification	5 minutes	Student Assistant		
3		Signature of the College Registrar	2 minutes			
4		Affix the Dry Seal	2 minute			
5	Receive the certification and sign in the logbook	Issue the certification, record and let the student sign in the logbook	3 minutes			
END OF TRANSACTION						

AUTHENTICATION OF TOR & DIPLOMA

Schedule of Availability of Service:

Monday to Friday/ 8:00 -500 P.M. without noon break

Who May Avail of the Service?

Students/Parents & Guardian of the students (with authorization duly notarized)

What are the Requirements?

Original & Photocopy of Transcript of Records and Diploma

Duration: 18 minutes

How to avail of the Service?

Step	Applicant/Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Person in Charge	Fees	Form
1	Submit Accomplished form with official receipt of payment, original copy of TOR & Diploma	Receive form and record in the logbook	2 minutes	Student Assistant	PhP 70.00	
2		Verify as to the authenticity (original copy of TOR & Diploma)	5 minutes	Registrar personnel		
3		Photocopying of the documents, affix the notation (rubber stamp) as certified true copy	5 minutes	Student Assistant		
4		Signature of the Registrar	2 minutes	College Registrar		
5		Affix the Dry Seal of the College	2 minutes	Student Assistant		
6	Receive the authenticated documents and sign in the logbook	Release the documents and let the student sign in the logbook	2 Minutes	Action Officer (Student Assistant)		
END OF TRANSACTION						

MEDICAL OFFICE(Main Campus only)

WALK-IN CONSULTATION

Schedule of Availability of Service:
Monday - Friday
8:00am – 5:00pm

Who May Avail of the Service?

All personnel and students of PhilSCA

What are the Requirements?

- 1. For Personnel- agency ID
- 2. For Students- school ID

Duration: 15 minutes

How To Avail of the Service?

Step	Applicant/Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Person in Charge	Fee	Form
1	Personally report to the clinic for Consultation	Obtain record of patient	1 minute	Nurse / S.A	None	
		Take vital signs like blood pressure, temperature etc. and record it.	6 minutes	Nurse	None	
		Ask chief complaint of the patient. Take history of the illness. Examine the patient. Elicit information that will provide basis for the diagnosis.	5 minutes	Physician	None	
		Prescribe appropriate medicines. Explain dosage and frequency.	2 minutes	Physician	None	
	Receive medicines / prescription	Record medicines given to the patient.	1 minute	Nurse	None	
END OF TRANSACTION						

ISSUANCE OF MEDICAL CERTIFICATE FOR:

- a) Sick call
- b) Ailment limitation
- c) On-job-training
- d) Others- e.g. student who will join sports feasts, P.E requirement

Schedule of Availability of Service:

Monday – Friday
8:00am – 5:00pm

Who May Avail of the Service?

All personnel and students of PhilSCA

What are the Requirements?

- 1. For Personnel- agency ID
- 2. For Students- school ID

Duration: 5 minutes

How To Avail of the Service?

Step	Applicant/Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Person in Charge	Fee	Form
1	Present I.D.	Let the personnel/student sign in the medical log book indicating the purpose of securing it	1 minute	Nurse / S.A	None	
		Obtain the record of the personnel/student	1 minute	Nurse / S.A	None	
	Receive medical certificate	Fill up the medical certificate and affix signature	3 minutes	Physician	None	
END OF TRANSACTION						

**Semestral Routine Physical Examination of Students (old)
(Main Campus and Satellite Campuses)**

Schedule of Availability of Service:

Monday – Friday
8:00am – 5:00pm

Who May Avail of the Service?

All students of PhilSCA (old)

What are the Requirements?

School I.D.

Duration: 6 minutes

How To Avail of the Service?:

Step	Applicant/Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Person in Charge	Fee	Form
1	Present I.D.	Verify medical record of student	1 minute	Nurse	None	
	Fill-up medical history form III	Take blood and pressure record	1 minute	Nurse	None	
		Examine the student	3 minutes	Physician	None	
	Receive medical certificate	Fill-up, sign and issue medical certificate	1 minute	Physician	None	
END OF TRANSACTION						

**Semestral Routine Physical Examination of Students (new & transferees)
(Main Campus and Satellite Campuses)**

Schedule of Availability of Service:

Monday – Friday
8:00am – 5:00pm

Who May Avail of the Service?

All incoming students (new and transferees) who passed PhilSCA entrance examination

What are the Requirements?

School I.D., Chest x-ray result, Drug test result

Duration: 12 minutes

How To Avail of the Service?:

Step	Applicant/Client	Service Provider	Duration of Activity(Under Normal Circumstances)	Person in Charge	Fee	Form
1	Submit chest x-ray and drug test result	Evaluate the result	1 minute	Nurse	None	
2	Fill-up medical history form I and II	Instruct student in filling up medical forms	5 minutes	Nurse	None	
		Take blood pressure, pulse rate, height, weight and record	2 minutes	Nurse	None	
		Examine the student. Ask related questions	3minutes	Physician	None	
3	Receive medical certificate	Fill-up, sign and issue medical certificate	1 minute	Physician	None	
END OF TRANSACTION						

FEEDBACK FORM
(Pananaw o Puna)

Please let us know how we have served you. You may use this form for compliments, complaints, or suggestions. Simply check the corresponding box.

Ipaalam ninyo po sa amin kung paano namin kayo napaglingkuran. Maaaring gamitin ito para sa papuri, reklamo, o mungkahi. Mangyaring I-tsek lamang ang kahong naaayon.

COMPLIMENT
(Papuri)

COMPLAINT
(Reklamo)

SUGGESTION
(Mungkahi)

Person(s)/Unit/Office

Concerned or Involved: _____

(Mga)tao/pangkat/ tanggapan

na may kinalaman sa papuri,

reklamo, o mungkahi)

Facts or Details Surrounding the Incident:

(Kaganapan o detalyeng bumabalot sa pangyayari)

(Please use additional sheet/s if necessary)

(Mangyaring gumamit ng karagdagang papel kung kinakailangan)

Recommendation(s)/Suggestion(s)/
Desired Action from our Office

(Rekomendasyon/Mungkahi/Nais na aksiyon mula sa aming tanggapan)

(Please use additional sheet/s if necessary)

(Mangyaring gumamit ng karagdagang papel kung kinakailangan)

Name[*OPTIONAL*]: _____ Office/Agency: _____

(Pangalan)

(Tanggapan/Ahensya)

Address: _____

(Tirahan)

Contact Number(s) (if any): _____ Email Address (if any): _____

(Telepono)

Signature: _____ Date: _____

(Lagda)

(Petsa)