University Clinic—Issuance of Medical-Dental Certificate

Schedule of Availability of Service:
Monday – Friday 7:00am to 8:00pm (No noon Break)
Saturday 8:00am to 12:00nn - 1:00pm to 5:00pm
Sunday 8:00am to 12:00nn - 1:00pm to 5:00pm

Who may avail of the service: All students of the University/Faculty and Non-Academic Personnel

What are the requirements:
A. For absent student
   1. Excuse letter from parent or guardian
   2. Valid I.D. of the parent or guardian
   3. School I.D. of the client
B. For OJT, ST, Employment
   1. School I.D of the client
   2. Recent Chest X-Ray within 6 months
C. For seminars, Field trip and other school activities
   1. School I.D. of the client
   2. Physical examination/Medical and Dental history of Client

Duration: 10 minutes

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
<th>Service Provider</th>
<th>Duration</th>
<th>Person in Charge</th>
<th>Fees</th>
<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Accomplish the request form and submit to the nurse on duty</td>
<td>Nurse, Physician and Dentist</td>
<td>2 minutes</td>
<td>None</td>
<td>Client Request Form (BuSU-OP-UI-02F1)</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Proceed to the consultation area</td>
<td>Physician/Dentist</td>
<td>5 minutes</td>
<td>None</td>
<td>Medical Certificate Due to absent student (BuSU-OP-UI-02F2)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Proceed to the consultation area</td>
<td></td>
<td></td>
<td></td>
<td>Medical Certificate for OJT, ST, School activities and employment (BuSU-OP-UI-03F1)</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Proceed to the nurse on duty</td>
<td>Nurse</td>
<td>3 minutes</td>
<td>None</td>
<td>None</td>
<td></td>
</tr>
</tbody>
</table>

Contact Center ng Bayan

Your direct line to quality government service
Hotline: 1-6565 *5.00 VAT per call here in the Philippines via PLDT landlines from 8 am to 5 pm, Monday to Friday
SMS/Text Access: 0908-8816565
Log-on to www.contactcenterngbayan.gov.ph

www.facebook.com/contactcenterngbayan

FEEDBACK AND REDRESS MECHANISMS

Bulacan State University shall establish and implement a feedback mechanism which includes the following:

• Accomplish our Customer Satisfaction Feedback Form available in the offices and put this in the drop box outside the concerned office or at the Centralized Receiving Unit, Ground Floor Level of the Flores Hall.
• Send your feedback through e-mail at officeofthepresident@bulsu.edu.ph or call (044)791-0153.

Sources of Feedbacks | Office-in-Charged
---|---
Feedback from Students and Parents | Office of the Student Affairs
Feedback from Faculty and Staff | Human Resource Management Office

VISION

Bulacan State University is a progressive knowledge generating institution globally recognized for excellent instruction, pioneering research, and responsive community engagements.

MISSION

Bulacan State University exists to produce highly competent, ethical and service-oriented professionals that contribute to the sustainable socio-economic growth and development of the nation.

CITIZEN’S CHARTER (Step-by-Step)

This Citizen’s Charter is in compliance with RA 9485 otherwise known as the Anti-Red Tape Act of 2007 (ARTA) and Civil Service Memorandum NO.12, S. 2008.

This Citizen’s Charter is a product of collaborative efforts of the University’s Key Officials, Deans, Directors and Heads of Units. It describes the step-by-step procedures in availing the key services of the University in commitment to provide efficient and highest quality services to the clients. It ensures transparency and right to information.

We hope that on their part, the clients would respond and reciprocate in a positive way because we believe BulSU is pushing aggressively to make a difference.

SOAR BulSU!

Service to God and Community Order and Peace Assurance of Quality and Accountability Respect and Responsibility
Office of the Registrar—Application and Issuance of Transcript of Records, Honorable Dismissal and Certification of Grades (Walk-in)

Schedule of Availability of Service: Monday – Friday: 8:00am – 5:00pm (No noon break)

Who may avail of the service: All students except newly graduates

What are the requirements:  
1. Properly accomplished clearance form  
2. Official Receipt  
3. If the request is filed through a representative, an authorization letter and/or Special Power of Attorney (SPA)

Duration: One (1) Hour and 15 Mins

<table>
<thead>
<tr>
<th>Step</th>
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<th>Person in Charge</th>
<th>Fees</th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Secure clearance form at the Registrar’s Office</td>
<td>Issue clearance form</td>
<td>2 minutes</td>
<td>Registrar’s Staff at the Window</td>
<td>None</td>
<td>Clearance form</td>
</tr>
<tr>
<td>2</td>
<td>Fill-in all the items in the clearance form &amp; have it signed by the concerned offices</td>
<td>Sign the form if applicant is free from any obligation</td>
<td>30 minutes</td>
<td>Concerned Offices</td>
<td>None</td>
<td>Clearance form</td>
</tr>
<tr>
<td>3</td>
<td>Pay the corresponding fee at the Cashier’s Office</td>
<td>Process payment and issue Official Receipt of payment (OR)</td>
<td>6 minutes</td>
<td>Cashier’s Staff</td>
<td>50.00/page</td>
<td>None</td>
</tr>
<tr>
<td>4</td>
<td>Submit all necessary documents at the designated Registrar’s window</td>
<td>Receive documents.</td>
<td>2 minutes</td>
<td>Registrar’s Staff at the window</td>
<td>25.00-certification fee</td>
<td>None</td>
</tr>
<tr>
<td>5</td>
<td>Receive the claim Stub</td>
<td>Schedule the release of the request and issue the claim stub to the student/client. (Within 5 working days from the date of receipt the requested record will be available for newly graduates)</td>
<td>5 minutes</td>
<td>Registrar’s Staff at the window</td>
<td>None</td>
<td>Claim Stub</td>
</tr>
<tr>
<td>6</td>
<td>Claim the document</td>
<td>Release the requested documents</td>
<td>1 minute</td>
<td>Registrar’s Staff at the window</td>
<td>None</td>
<td>None</td>
</tr>
</tbody>
</table>

END OF TRANSACTION (TOTAL = 1 Hour and 15 Minutes)

Accounting Office—Issuance of Statement of Account (Walk-in)

Schedule of Availability of Service: Monday – Friday: 8:00am – 5:00pm (No noon break)

Who may avail of the service: All students of the University

What are the requirements: Certificate of Registration

Duration: 9 minutes

<table>
<thead>
<tr>
<th>Step</th>
<th>Applicant/Client</th>
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</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Accomplish the request form.</td>
<td>Receive/review accomplished request form. Advise the client to pay the corresponding fee.</td>
<td>2 minutes</td>
<td>Accounting Staff</td>
<td>None</td>
<td>Request form</td>
</tr>
<tr>
<td>2</td>
<td>Pay to the Cashier the corresponding fee.</td>
<td>Process payment and issue Official Receipt (OR).</td>
<td>5 minutes</td>
<td>Cashier</td>
<td>25 pesos</td>
<td>None</td>
</tr>
<tr>
<td>3</td>
<td>Present Certificate Of Registration (COR) and Official Receipt (OR).</td>
<td>Verify data in the Computerized Enrollment System and print the Statement Of Account (SOA).</td>
<td>1 minute</td>
<td>Accounting Staff</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>4</td>
<td>Receive statement of account</td>
<td>Sign the Statement Of Account; Issue the Statement Of Account.</td>
<td>1 minute</td>
<td>Head of Unit; Accounting Staff</td>
<td>None</td>
<td>None</td>
</tr>
</tbody>
</table>

END OF TRANSACTION (TOTAL = 9 Minutes)

Cashier’s Office—Issuance of Official Receipt (Tuition/Misc. Fees)

Schedule of Availability of Service: Monday – Friday 8:00am – 5:00pm (No noon break)

Who may avail of the service: All students of the University

What are the requirements:  
1. Cashier’s Payment Form  
2. Certificate of Registration

Duration: 6 mins.

<table>
<thead>
<tr>
<th>Step</th>
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</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Fill out the cashier’s payment form.</td>
<td>Receive, Encode &amp; Check the Student Number &amp; the details of payment of the student.</td>
<td>1 minute</td>
<td>Collecting Officer</td>
<td>None</td>
<td>Payment Form</td>
</tr>
<tr>
<td>2</td>
<td>Pay the corresponding school fees.</td>
<td>Accept payments and issue Official Receipt.</td>
<td>5 minutes</td>
<td>Collecting Officer</td>
<td>Amounts due</td>
<td>None</td>
</tr>
</tbody>
</table>

END OF TRANSACTION (TOTAL = 6 Minutes)

Accounting Office—Issuance of Examination Permit

Schedule of Availability of Service: Monday – Friday 8:00am – 5:00pm (No noon break)

Who may avail of the service: All officially enrolled students

What are the requirements:  
1. Certificate of Registration  
2. Official Receipt

Duration: 4 minutes

<table>
<thead>
<tr>
<th>Step</th>
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<th>Person in Charge</th>
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<th>Form</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Accomplish the request form.</td>
<td>Verify the accomplished request form.</td>
<td>2 minutes</td>
<td>Accounting Staff</td>
<td>None</td>
<td>Request Form</td>
</tr>
<tr>
<td>2</td>
<td>Present Certificate Of Registration (COR) and Official Receipt (OR).</td>
<td>Verify student’s record against the COR and OR; Print the Test Permit.</td>
<td>1 minute</td>
<td>Accounting Staff</td>
<td>None</td>
<td>None</td>
</tr>
<tr>
<td>3</td>
<td>Wait for the release of the request.</td>
<td>Issue the Test Permit.</td>
<td>1 minute</td>
<td>Accounting Staff</td>
<td>None</td>
<td>None</td>
</tr>
</tbody>
</table>

END OF TRANSACTION (TOTAL = 6 Minutes)

Cashier’s Office—Issuance of Official Receipt (Payment of Certificates/Statement of Accounts)

Schedule of Availability of Service: Monday – Friday 8:00am – 5:00pm (No noon break)

Who may avail of the service: All students/alumni/tenants of the University

What are the requirements:  
1. Cashier’s Payment Form  
2. Request Form

Duration: 6 mins.

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Fill-out the cashier’s payment form.</td>
<td>Receive, encode &amp; Check the Student Number &amp; the details of payment of the student.</td>
<td>1 minute</td>
<td>Collecting Officer</td>
<td>None</td>
<td>Payment Form</td>
</tr>
<tr>
<td>2</td>
<td>Pay the corresponding school fees.</td>
<td>Accept payments and issue Official Receipt.</td>
<td>5 minutes</td>
<td>Collecting Officer</td>
<td>Amounts due</td>
<td>None</td>
</tr>
</tbody>
</table>

END OF TRANSACTION (TOTAL = 6 Minutes)