



Bulacan Agricultural State College

CITIZENS CHARTER 2020 (2nd Edition)

I. Mandate

The Bulacan Agricultural State College (BASC) shall provide graduate and undergraduate courses in the arts, sciences, humanities, and professional fields in agriculture, natural sciences, technology, and other technical and professional courses as the Board of Trustees may determine and deem proper. It shall also promote research, extension, agribusiness, and advanced studies and progressive leadership in its field of specialization.

There shall be organized relevant research centers in the College to develop technologies on agriculture which will backstop and enhance the growth and development of the province of Bulacan and the country.

II. Vision

A PREMIER AGRICULTURAL COLLEGE delivering world-class education that promotes sustainable development amidst climate change.

III. Mission

To provide quality education to enhance food security, sustainable communities, industry innovation, climate resilience, gender equality, institutional development and partnerships.

IV. Service Pledge

Bulacan Agricultural State College commits to:

1. Advocate for the adoption of effective government practices for efficient government service delivery and prevention of graft and corruption;
2. Capacitate government agencies to reengineer its systems and procedures to reduce processing time and regulatory burden for the transacting public;
3. Promote the implementation of simplified requirements and procedures that will reduce red tape and expedite business and non-business related transactions in the government;
4. Provide assistance to the public in filing and investigating complaints against government agencies and/or officials for non-compliance to R.A. 11032; and
5. Attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break.

LIST OF SERVICES

Human Resource Management Office (HRMO)	5
External Services	
Recruitment and selection	6
Responding to concerns/Queries	9
Internal Services	
Issuance of Personnel Record/s and Other Documents (Service record, Certification, Certified True Copies)	11
Receiving of Applications for Leave	13
Cashiering Office	14
External Services	
Check Disbursement	15
Cash Disbursement	16
Responding to Queries/Request for Documents	17
Accounting Office	18
External Services	
Request for Statement of Account / Assessment Form for College Fees	19
Application for Refund of School Fees	20
College Library and Information Services	21
External Services	
Request for Library Technical Services	22
Request for General Library Services	23
College Health Services	24
External Services	
Pre-enrollment Physical Examination for New Students and Transferees	25
Pre-enrollment Physical Exam for Old Returning Students	27
Physical Examination for OJT/Practicum/Internship/Practice teaching	28
Physical Examination for Athletes/Coaches	30
Internal Services	
Pre-employment Physical Examination	33
Office of Student Affairs and Services (OSAS)	34
External Services	
Issuance of Certificate of Good Moral Character	35
BASC Admission Test Process	36
Provision of Student Housing	38
Provision of Student Wellness Services (SWS)	40
Guidance and/or Counseling or Life Coaching of Students	41

Office of the College Registrar	42
External Services	
Registration	43
Issuance of Academic Records A (Official Transcript of Record, Copy of Grades with or without CTC, CAV, etc)	44
Issuance of Academic Records B (Diploma; First Copy or Replacement)	48
issuance of Academic Records C (Certification)	50
College Public Affairs Office	53
External Services	
Request for Infomaterial Posting	54
Answering of Queries Through Social Media	55
Receipt of Complaint	56
Receiving of Freedom of Information (FOI) queries	57
Provision of Access to Records	58
Facilitation of Visit	59
Internal Services	
Lay-out of Information Material and Printing Facilitation of Tarpaulins	61
Provision of Events Documentation	62
Office of Extension Services (OES)	63
External Services	
Request for Farm Visit	64
Request for Trainings/Seminars	65
Feedback and Complaints Mechanism	67

**HUMAN RESOURCE MANAGEMENT OFFICE
(External Services)**

BULACAN AGRICULTURAL STATE COLLEGE

Pinaod, San Idefonso, Bulacan

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HUMAN RESOURCE MANAGEMENT OFFICE (HRMO)

1. Recruitment and Selection

Interested external and internal Job Applicants may submit applications to the HRMO.

Office or Division:	Human Resource Management Office (HRMO)			
Classification:	Highly Technical			
Type of Transaction	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	General Public, BASC Personnel			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Checklist of Requirements Form-1 copy			Human Resource Management Office (HRMO)	
2. Application Letter - 1 copy			Requesting Client	
3. Personal Data Sheet (CSC Form No. 212; 2017) with Work Experience Sheet - 1 copy			Requesting Client	
4. Official Transcript/Certification of Grades / Scholastic Records - 1 copy			School Graduated from	
5. Proof of Eligibility / Professional Licenses - 1 copy			Civil Service Commission / Professional Regulation Commission	
6. Training Certificate/s (<i>include only those after Graduation and within the last 5 years prior to application</i>) - 1 copy			Requesting Client	
7. Certificate/s of Commendation or Awards - 1 copy			Requesting Client	
<i>Additional requirements if already working prior to application:</i>				
8. Performance Evaluation Rating in the last rating period - 1 copy			Most recent employer before application	
9. Employment Certificate - 1 copy			Most recent employer before application	
10. Valid Identification Card			Requesting Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Application Letter with attached documents	1.1. Receive and check details of application 1.2. Check completeness of records <i>If documents are incomplete:</i> Advise applicant to submit missing document/s based on the checklist	None	4 minutes	HRMO Front line Staff Alicia Alba HRMO Head

2. Receive, sign, and return the checklist of requirements form if complete. <i>If incomplete:</i> Comply submitting missing documents first	2.1. Give the Checklist of requirements form to the client for review of documents vis-a-vis the checklist 2.2. Receive the signed checklist and other documents. 2.3. Instruct the client to wait for a text which for the schedule of Aptitude and Function-Specific Testing	None	2 minutes	HRMO Front line Staff Alicia Alba HRMO Head
3. Take note of given schedule and venue of Aptitude and Function-Specific Testing and confirm availability	3.1. Refer assessment to HRDO 3.2. Message applicant regarding the schedule and venue of testing and confirm attendance	None	5 days	HRMO Front line Staff Alicia Alba HRMO Head
4. Go to the venue of testing on the schedule and present valid ID	4.1. Verify identity of Examinee and usher them into the room	None	2 minutes	
5. Take the Aptitude test	5.1. Administer the Aptitude Test 5.2. Instruct client to take Function-specific exam afterwards	None	2 hours	
6. Go to the venue of the Function-specific exam and take the exam	6. Administer the Function-specific exam	None	2 hours	
7. Fill in and submit the Client Satisfaction & Feedback form	7.1. Provide a Client Satisfaction and Feedback Form 7.2. Inform examinees that of applicants proceeding to the next step will be contacted by the HRMO	None	3 minutes	

8. Take note of the venue and schedule of interview specified by the HRMO and confirm availability	8.1. Inform passing applicants through text about the venue and schedule of interview and confirm attendance	None	3 minutes	
9. Proceed to the venue of interview on scheduled date	9.1. Check attendance of applicants 9.2. Usher applicants into interview room	None	3 minutes	
10. Present yourself and take the interview when called	10.1. Facilitate the screening interview 10.2. Inform interview that selected applicant will be contacted through text	None	15 minutes	
11. Confirm receipt of message	11.1. Finalize the Competency Assessment Form (CAF) and submit to the Office of the President for selection 11.2. Inform selected applicant upon approval of the President	None	7 days	
Total			12 days 4 hours 31 minutes	

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HUMAN RESOURCE MANAGEMENT OFFICE (HRMO)

1. Responding to Concerns/Queries

Clients may address their concerns/queries to the frontline personnel for proper action/referral.

Office or Division:	Human Resource Management Office (HRMO)			
Classification:	Simple			
Type of Transaction	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	General Public, BASC Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. BASC ID (<i>if BASC Personnel</i>)		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform frontline service personnel on the nature of inquiry	.1. Receive inquiry from client 1.2. Provide proper response or direct to concerned personnel	None	2 minutes	HRMO Front line Staff Alicia Alba HRMO Head
Total		None	2 minutes	

**HUMAN RESOURCE MANAGEMENT OFFICE
(Internal Services)**

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HUMAN RESOURCE MANAGEMENT OFFICE (HRMO)

1. Issuance of Personnel Records and Other Documents

BASC personnel may request for the issuance of Service Record, Certifications, and Certified True Copies.

Office or Division:	Human Resource Management Office (HRMO)			
Classification:	Highly Technical			
Type of Transaction	G2G - Government to Government			
Who may avail:	BASC Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request Form - 1 copy		Human Resource Management Office (HRMO) Frontline Desk		
<i>Additional requirements if representative</i>				
2. Special Power of Attorney (SPA) and/or Authorization Letter				
3. Valid ID of the representative				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit a Request Form	1.1. Receive request form and check details of request 1.2. Check records of concerned employee and... <i>For Personal Purposes:</i> Advise client to pay fee (Go to Step 2) <i>For Official Purposes:</i> Advise client to wait for requested document (Go to Step 5)	1 set of Cert. (2 copies) - PHP 75.00 1 set of service record (2copies) - PHP 100.00 Certified True Copy P50.00/copy	7 minutes	Alicia Alba HRMO Head
2. Proceed to the Cashiering Office and Present Request Form and pay fee charged by collecting officer	2.1 Check form and charge appropriate fee 2.2. Receive tender		8 minutes	
3. Receive the official receipt and change, if any. Count change before leaving the counter	3.1. give client the WHITE copy of the official receipt and file the duplicate and triplicate		2 minutes	

4. Present Official receipt	4. Verify and copy OR number to the request form		1 minute	
5. Receive requested document/s and sign in the acknowledgement of receipt portion of the request form.	4. Release requested documents.		1 minute	
6. Fill-in the Client Satisfaction & Feedback form and drop at any appropriate box.	6. Provide and instruct client to fill in a Client Satisfaction & Feedback Form		2 minutes	
Total		1 set of Cert. (2 copies) - PHP 75.00 1 set of service record (2copies) - PHP 100.00 Certified True Copy - PHP 50/copy	21 minutes	

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HUMAN RESOURCE MANAGEMENT OFFICE (HRMO)

2. Receiving of Applications for Leave

Employees may apply for leave for various reasons contingent upon availability of leave credits.

Office or Division:		Human Resource Management Office (HRMO)		
Classification:		Highly Technical		
Type of Transaction		G2G - Government to Government		
Who may avail:		General Public, BASC Personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. CSC Form 6 (Application for Leaves) - 2 copies		Human Resource Management Office (HRMO) Frontline Desk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill in the CSC form 6 and submit to supervisor/s for signing. Submit to HRMO once approved.	1.1. Receive CSC Form 6 check details 1.2. Check the summary of absences and tardiness of concerned employee 1.3. Inform client of total number of leave credits and remaining credits after the days of leave have been subtracted	None	5 minutes	HRMO Front line Staff Alicia Alba HRMO Head
Total		None	5 minutes	

CASHIERING OFFICE

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CASHIERING OFFICE (HRMO)

1. Check Disbursement

Clients may process check claims at the Cashiering Office

Office or Division:	Cashiering			
Classification:	Simple			
Type of Transaction	G2C - Government to Citizen G2B - Government to Business Entity G2G - Government to Government			
Who may avail:	Creditors, Suppliers, Employees, Students, Parents/Guardians, Graduates, Prospective enrollees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Identification Card		Requesting Client		
2. Disbursement Voucher - 2 copies		Requesting Client		
If claiming for a company or another person: AUTHORIZATION IS NEEDED		Requesting Client		
If a supplier or other credit-organization: OFFICIAL RECEIPT IS NEEDED		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Prepare voucher and attach supporting documents.	1.1. Receive approved Disbursement voucher (with supporting documents) and prepare check 1.2. Inform client to return the following day	None	1 day	Cashiering Staff
2. Return the following day and inform the teller on the nature of claim. Present valid ID.	2.1. Verify availability of the check claim 2.2. Verify the signature of the client on the Disbursement Voucher vis-a-vis the valid ID *Require OR if client is a Supplier/Creditor	None	6 minutes	
3. Sign on the received portion of the Disbursement Voucher and receive check	3.1. Take Disbursement Voucher and OR 3.2. Release check	None	3 minutes	
Total		None	1 day and 9 minutes	

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CASHIERING OFFICE

1. Cash Disbursement

Clients may process cash claims at the Cashiering Office

Office or Division:	Cashiering			
Classification:	Simple			
Type of Transaction	G2C - Government to Citizen G2B - Government to Business Entity G2G - Government to Government			
Who may avail:	Creditors, Suppliers, Employees, Students, Parents/Guardians, Graduates, Prospective enrollees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Identification Card		Requesting Client		
2. Disbursement Voucher - 2 copies		Requesting Client		
If claiming for a company or another person: AUTHORIZATION IS NEEDED		Requesting Client		
If a supplier or other credit-organization: OFFICIAL RECEIPT IS NEEDED		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. File for a claim by presenting check and/or payroll	1.1. Receive claim and inform client to return after 1 hour 1.2. Encashment of check for disbursement and cash count	None	1 hour	Cashiering Staff
2. Return after 1 hour and inform disbursing officer of nature of claim. Present Valid ID	2.1. Verify availability of claim 2.2. Verify the signature of the client on the Disbursement Voucher vis-a-vis the valid ID *Require OR if client is a Supplier/Creditor		6 minutes	
3. Sign on the received portion of the Disbursement Voucher and receive cash. Count cash before leaving the counter	3.1. Take the check/ payroll 3.2. Release cash			
Total		None	1 hour and 9 minutes	

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CASHIERING OFFICE

3. Responding to Queries/Request for Documents

Clients may forward concerns to cashiering office personnel including requesting for documents such as Letter of Introduction to Bank, Proof of University Accounts for Fund Transfer by Special Projects, etc

Office or Division:	Cashiering			
Classification:	Simple			
Type of Transaction	G2B - Government to Business entity G2C - Government to Citizen G2G - Government to Government			
Who may avail:	General Public, BASC Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Identification Card		Requesting Client		
2. Requirement list, if any		Requesting Client		
3. Communication letter, for special projects		Funding Agency		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the teller of the nature of request and present ID with any of the required documents if applicable	1.1. Verify and prepare requested forms or provided a photocopy of documents or refer to bank statements *request snapshots of transaction of fund transfers for special projects	None	15 minutes 4 hours if bank assistance is required	Frontline Staff
Total		None	15 minutes 4 hours if bank assistance is required	

ACCOUNTING OFFICE
External Services

BULACAN AGRICULTURAL STATE COLLEGE

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ACCOUNTING OFFICE

1. Request for Statement of Account/Assessment Form for College Fees

The Accounting Office issues Statements of Account (SOA) as requested by clients for the payment of College fees such as tuition fee.

Office or Division:	Accounting Office			
Classification:	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail:	Students, Parents/Guardians, Scholarship Sponsors			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Identification Card		Requesting Client		
2. Request form - 1 copy		Accounting Office		
If a representative:				
Proof of Identity		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill in and submit request form. Present BASC ID/Proof of Identification	1.1. Receive accomplished form 1.2. Release the statement of account/assessment form 1.3. Instruct client to proceed to the Cashiering Office	None	4 minutes	Accounting Staff
2. Present the Statement of account/assessment	2. Check the statement of account / assessment form	None	1 minute	
3. Pay amount indicated by teller	3. Receive tender of payment	Amount indicated in the SOA / Assessment Form	7 minutes	
4. Receive the Official Receipt and change, if any. Count change before leaving the counter.	4. Give client the WHITE copy of the Official Receipt. File duplicate and triplicate.	None	2 minutes	
Total		Amount indicated in the SOA / Assessment Form	14 minutes	

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ACCOUNTING OFFICE

2. Application for Refund of College Fees

Students may apply for the refund of school fees due to withdrawal of enrollment or overpayment (due to dropping of subjects made by the student/dissolved subjects, or re-assessment).

Office or Division:	Accounting Office			
Classification:	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail:	Students, Parents/Guardians			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Valid Identification Card		Requesting Client		
2. Request form - 1 copy		Accounting Office		
3. Approved withdrawal/dropping form - 1 copy		Institute of requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill in request form for refund and present approved withdrawal / dropping form	1 1.1. Receive accomplished form and approved withdrawal/ dropping form	None	4 minutes	Accounting Staff
2. Receive acknowledgement slip	2. Advise client to follow up after 10 working days and provide acknowledgement slipcount / assessment form	None	1 minute	
Total		None	5 minutes	

BASC LIBRARY SERVICES
External Services

BULACAN AGRICULTURAL STATE COLLEGE

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UNIVERSITY LIBRARY SERVICES

1. Request for Library Technical Services

The BASC Library Services provides various technical services upon valid request of a client.

Office or Division:	BASC Library Services Office			
Classification:	Simple			
Type of Transaction	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	BASC Bonafide Students or employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Library Resources Requisition Slip- 1 copy		Library Services Front Desk		
2. Valid College ID		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit a Library Resources Requisition Slip	1.1. Accept Library Resources Requisition Slip 1.2. Check requested library resource to avoid duplication.	None	10 minutes	Any Technical and Administrative Division Personnel
2. Take note of instructions and confirm understanding	2.1. Inform client to wait for notification one the resource has been procured and processed. 2.2. Include requested library resource to Purchase Request to be submitted to the Procurement Management Office	None	1 minute	Marie Lou Reyno College Librarian
Total		None	11 minutes	

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UNIVERSITY LIBRARY SERVICES

2. Request for General Library Services

Clients seeking assistance may approach the Library Control Desk.

Office or Division:	BASC Library Services Office			
Classification:	Simple			
Type of Transaction	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	BASC Bonafide Students or Employees, Visitors (BASC Alumni, Visiting/ Outside Researchers, and Walk-in Visitors)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
If BASC Student or Employee				
1. Valid College ID		Requesting Client		
If Visitor (BASC Alumni, Visiting/Outside Researchers, Walk-in)				
1. Alumni ID or any Valid ID		Requesting Client		
2. Library Visitor's Form - 1 copy		Library Front Desk		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.If BASC student or employee, tap ID on the turnstile RFID reader to enter. If Visitor, fill out Library Visitor's Form and present valid ID. Inform Library staff of concern	1 1.1. Assess client's need/s 1.2. Provide corresponding forms, if any 1.3. Refer client to where, how to access, and/or avail of library resources/services	None	4 minutes	Any Library Personnel Marie Lou Reyno College Librarian
Total		None	4 minutes	

BASC HEALTH SERVICES
External Services

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BASC HEALTH SERVICES

1. Pre-Enrollment Physical Examination for New Students and Transferees

Incoming college freshmen and transferees may avail of the assessment of health status for enrollment

Office or Division:	BASC Health Services Office			
Classification:	Complex			
Type of Transaction	G2C - Government to Citizen			
Who may avail:	Incoming Freshmen and Transferees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Notice of Admission (NOA)			Office of the College Registrar	
2. Long white folder - 1			Requesting Client	
3. 2x2 ID picture taken not more than 2 months from date of physical exam (with signature over printed name) - 1			Requesting Client	
4. Chest X-ray reading (taken 6 months from date of physical exam) - original copy			Any Hospital or Accredited Laboratory/Dental Clinic	
5. Blood Typing result			Any Hospital or Accredited Laboratory/Dental Clinic	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Notice of Admission and other requirements	1.1. Check required documents and instruct client with complete documents to fill in the Medical/Physical Examination and Dental Examination Forms 1.2. Instruct client to proceed to the Dental Clinic after filling in of forms is accomplished	None	15 minutes	College Nurse
2. Fill in Medical/Physical Examination and Dental Examination Forms then proceed to the Dental Clinic	2.1. Conduct Dental examination 2.2. Issue Dental Slip 2.3. Instruct client to proceed to the Medical Clinic for Medical Exam	None	10 minutes	College Medical /Dental Doctor
3. Proceed to the Medical Clinic	3.1. Conduct and record initial procedure: - Trace medical history - Take vital signs - Take visual acuity	None	10 minutes	College Medical Doctor
4. Proceed to the Physician's room and submit self	4.1. Conduct Medical Examination 4.2. Refer client to Specialist/s, if needed	None	15 minutes Additional 7 days if referred to	College Medical Doctor

for Medical Examination	4.3. If cleared, issue Medical Certificate for Enrollment		Medical Specialist	
Total		None	50 minutes; Additional 7 days if referred to Medical Specialist	

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BASC HEALTH SERVICES

2. Pre-Enrollment Physical Examination for Old Returning Students

All Old Returning Students are required to undergo an assessment of their health status for enrollment.

Office or Division:	BASC Health Services Office			
Classification:	Complex			
Type of Transaction	G2C - Government to Citizen			
Who may avail:	Old Returning College, Graduate School Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Readmission Form signed by the Office of the Student Affairs and Services			Office of the College Registrar	
2. Long white folder - 1			Requesting Client	
3. 2x2 ID picture taken not more than 2 months from date of physical exam (with signature over printed name) - 1			Requesting Client	
4. Chest X-ray reading (taken 6 months from date of physical exam) - original copy			Any Hospital or Accredited Laboratory/Dental Clinic	
5. Blood Typing result			Any Hospital or Accredited Laboratory/Dental Clinic	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Readmission and other requirements	1.1. Check required documents and instruct client with complete documents to fill in the Medical/Physical Examination Forms	None	15 minutes	College Nurse
2. Fill in Medical/ Physical Examination and Dental Examination Forms then proceed to the Dental Clinic	2. Conduct and record initial procedure: a. Take height and weight b. Trace medical history c. Take vital signs d. Take visual acuity	None	10 minutes	College Medical /Dental Doctor
3. Submit self for the Medical Exam and receive signed Readmission form, if cleared	3.1. Conduct and record initial procedure: - Trace medical history - Take vital signs - Take visual acuity	None	15 minutes Additional 7 days if referred to Medical Specialist	College Medical Doctor
Total		None	40 minutes; Additional 7 days if referred to Medical Specialist	

BULACAN AGRICULTURAL STATE COLLEGE

BASC HEALTH SERVICES

3. Physical Examination for OJT/Practicum/Internship/Practice Teaching

Students are required to undergo health assessment before undergoing the identified school requirements

Office or Division:	BASC Health Services Office			
Classification:	Complex			
Type of Transaction	G2C - Government to Citizen			
Who may avail:	BASC Students for OJT/Practicum/Internship/Practice Teaching			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of request for Physical examination from concerned College/Department/Institute			Requesting College/Department/Institute	
2. Valid BASC ID			Requesting Client	
3. 2x2 ID picture taken not more than 2 months from date of physical exam (with signature over printed name) - 1			Requesting Client	
3. Complete Blood Count			Any Hospital or Accredited Laboratory/Dental Clinic	
4. Other lab tests required by College/Institute			Any Hospital or Accredited Laboratory/Dental Clinic	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID and other requirements	1.1. Check required documents and, if complete, instruct client to proceed to the Dental Clinic for Dental Examination	None	3 minutes	College Nurse
2. Proceed to the Dental Clinic for Dental exam	2.1. Retrieve Dental Record 2.2. Conduct Dental Examination 2.3. Issue Dental Certificate 2.4. Instruct client to proceed to the Medical Clinic	None	12 minutes	College Medical /Dental Doctor
3. Submit Dental Certificate to Medical Clinic	3.1. Check Dental Certificate 3.2. Retrieve student's Medical Record 3.3. Take and record vital signs 3.4. Instruct client to proceed to the Physician's Room	None	10 minutes	College Medical Doctor
4. Proceed to the Physician's room	4.1. Conduct Medical Examination			

and submit self for Medical Exam	4.2. Refer patient to specialist/s, if needed 4.3. Issue Medical Certificate			
Total		None	35 minutes; Additional 7 days if referred to Medical Specialist	

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BASC HEALTH SERVICES

1. Physical Examination for Athletes/Coaches

BASC athletes and coaches may avail of assessment of health status for sports activities

Office or Division:	BASC Health Services Office			
Classification:	Complex			
Type of Transaction	G2C - Government to Government			
Who may avail:	University Athletes / Coaches			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Letter of request for Physical examination from concerned College/Department/Institute			Requesting College/Department/Institute	
2. Valid BASC ID			Requesting Client	
3. 2x2 ID picture taken not more than 2 months from date of physical exam (with signature over printed name) - 1			Requesting Client	
3. Complete Blood Count			Any Hospital or Accredited Laboratory/Dental Clinic	
4. Other lab tests required by College/Institute			Any Hospital or Accredited Laboratory/Dental Clinic	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present ID and other requirements	1.1. Check required documents and, if complete, instruct client to proceed to the Dental Clinic for Dental Examination	None	3 minutes	College Nurse
2. Proceed to the Dental Clinic for Dental exam	2.1. Retrieve Dental Record 2.2. Conduct Dental Examination 2.3. Issue Dental Certificate 2.4. Instruct client to proceed to the Medical Clinic	None	12 minutes	College Medical /Dental Doctor
3. Submit Dental Certificate to Medical Clinic	3.1. Check Dental Certificate 3.2. Retrieve student's Medical Record 3.3. Take and record vital signs 3.4. Instruct client to proceed to the Physician's Room	None	10 minutes	College Medical Doctor
4. Proceed to the Physician's room	4.1. Conduct Medical Examination			

and submit self for Medical Exam	4.2. Refer patient to specialist/s, if needed 4.3. Issue Medical Certificate			
Total		None	35 minutes; Additional 7 days if referred to Medical Specialist	

BASC HEALTH SERVICES
Internal Services

BULACAN AGRICULTURAL STATE COLLEGE

Pinaod, San Ildefonso, Bulacan

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BASC HEALTH SERVICES

1.Pre-employment Physical Examination

New BASC employees must process their medical certificate at the medical clinic

Office or Division:	BASC Health Services Office			
Classification:	Simple			
Type of Transaction	G2C - Government to Government			
Who may avail:	New BASC employees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Civil Service Commission Medical Certificate (Form no. 211) - 2 copies			Human Resource Management Office (HRMO)	
2. Results of: 2.1. Chest X-ray (taken within 6 months from date of Physical Examination) 2.2. Complete Blood Count (taken within 1 month before 2.3. Urinalysis (taken within 2 weeks from date of Physical Examination) 2.4. Blood Typing Result 2.5. Drug Test Report			Any external government health facility	
3. 2x2 ID picture with white background (taken not more than 2 months from date of Physical Exam)			Requesting Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit CSC Form no. 211 and other required documents	1. Check required documents and if complete, instruct client to fill in Physical Examination Form	None	15 minutes	College Nurse
2. Fill in the Medical/Physical Examination Form	2. Conduct and record initial procedure: a.Take height and weight b.Take vital signs c. Take visual acuity	None	10 minutes	College Medical Doctor
3. Proceed to the Physician's room and submit self for Medical Examination.	3.1. Conduct Medical Examination and refer to specialist/s, if needed 3.2. If cleared, sign Civil Service Form no. 211 3.3. Instruct client to submit the signed form to the HRMO	None	10 minutes Additional 7 days if referred to Medical Specialist	College Medical Doctor
Total		None	40 minutes	

OFFICE OF STUDENT AFFAIRS AND SERVICES
External Services

BULACAN AGRICULTURAL STATE COLLEGE

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OFFICE OF STUDENT AFFAIRS AND SERVICES

1. Issuance of Certificate of Good Moral Character (CGMC)

Alumni and students needing Certificate of Good Moral Character may request at OSAS-SDU.

Office or Division:	Office of Student Affairs and Services (OSAS) - Student Discipline Unit (SDU)			
Classification:	Simple			
Type of Transaction	G2C - Government to Government			
Who may avail:	BASC Alumni and Students/Authorized representatives			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Official Receipt (OR) of Certificate of Good Moral Character with SSGU endorsement			Cashiering Office and Student Scholarship and Grant Unit (SSGU)	
2. Valid ID and Authorization Letter, if representative			Requesting Client	
3. Transaction Sheet (OSaS-SDU-07)			OSS-Student Discipline Unit	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceed to the Cashiering Office and inform teller of payment for CGMC	1.1. Receive payment for CGMC and issue OR 1.2. Instruct client to proceed to OSS-SSGU for endorsement	None	10 minutes	Any Collecting Officer
2. Proceed to OSAS-SSGU for endorsement	2. Provide endorsement and instruct client to proceed to OSAS-Student Discipline Unit (SDU)	None	1 minute	Officer-in Charge of the Student Scholarship and Grant Unit
3. Proceed to OSAS SDU and present official receipt (OR) with SSGU endorsement and give any pertinent information	3.1. Check record of requesting client 3.2. Interview the client for relevant information	None	10 minutes Additional 7 days if referred to Medical Specialist	Guidance Coordinator
4. Receive the Certificate of Good Moral Character and sign the Transaction Sheet/s (OSSSDU-07)	4.1. Prepare, Seal, and Issue the Certificate of Good Moral Character 4.2. Instruct client to sign in the Transaction Sheet/s (OSAS-SDU-07)	None	6 minutes	Guidance Coordinator
Total		CGMC- Php 50.00/ copy	18 minutes	

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OFFICE OF STUDENT AFFAIRS AND SERVICES

2. BASC Admission Test Process

Applicants must process with the OSS-Testing and Materials Development Unity (TMDU)

Office or Division:	Office of Student Services (OSS) - Testing and Materials Development Unit (TMDU)			
Classification:	Highly Technical			
Type of Transaction	G2C - Government to Government			
Who may avail:	Students and/or Parents/Guardians			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. BSU-Admission Test Application Form			OSAS-TMDU	
2. DepEd Form 137/138			Requesting Client	
3. 2x2 ID Picture (w/ nametag and signature) - 2 copies			Requesting Client	
4. Certificate of Enrollment (For Currently Enrolled Senior High Students ONLY)			Requesting Client	
5. Enrollment form from accepting college (For Transferees ONLY)			Requesting Client	
6. BSU Admission Test (AT) Permit (for claiming results)			OSAS-TMDU	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Register in the TMDU Client's Logbook and submit application documents	1.1. Instruct client to sign in the TMDU Client's Logbook 1.2. Receive application documents and evaluate completeness 1.3. Give feedback *Return application documents if applicant's grade requirements in the degree program applied for is not met so client may opt to change degree program *if documents are complete, go to Step 2	None	3 minutes	TMDU Personnel
2. Receive BASC Admission Test Permit	2. Provide endorsement and instruct client to proceed to OSAS-Student Discipline Unit (SDU)	None	5 minutes	TMDU Personnel
3. Proceed to venue of Admission Test on scheduled date and take the Admission Test.	3.1. Check record of requesting client 3.2. Interview the client for relevant information	None	2 hours	TMDU Personnel

Receive claim stub after the exam				
4. Wait for checking of Admission Test papers	4.1. Score answer sheets and generate rank list of examinees per degree program 4.2. Endorse Rank List of Test Results and application documents to colleges and institutes 4.3. Receive Notice of Admission (NOA) for qualifiers or Notice of Results (NOR) for nonqualifiers from colleges 4.4. Print individual BASC Admission Test Results	None	31 days	TMDU Personnel
5. Take note of schedule for claiming of test results	5. Notify examinees of availability and schedule of claiming test results through the BASC Facebook page		5 minutes	TMDU Personnel
6. Register in the TMDU Client's Logbook and present BASC Admission Test Results Claim Stub If claimant is an authorized representative: Present valid ID and Authorization Letter	6.1. Instruct client to log in the Client's Logbook 6.2. Verify identity of client 6.3. Locate test results of client 6.4. Issue Test Results		9 minutes	TMDU Personnel
	7. Answer queries, if any		1 minute	TMDU Personnel
Total		CGMC- Php 50.00/ copy	31 days 2 hours 23 minutes	

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OFFICE OF STUDENT AFFAIRS AND SERVICES

2. Provision of Student Housing

BASC Students may opt to request for housing in the University dormitory through OSAS

Office or Division:	Office of Student Services - Student Wellness Services - Student Housing Unit (OSS-SWS-SHU)			
Classification:	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail:	Officially enrolled BASC Students; Parents/Guardians			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Dormitory Application Form			OSAS-TMDU	
2. Photocopy of enrollment form - 1 copy			Requesting Client	
3. Photocopy of certificate of good moral character from last school attended - 1 copy			Requesting Client	
4. 2x2 ID picture with white background and name tag - 2 pcs			Requesting Client	
5. Long brown envelope - 1 pc			Requesting Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Log in the SHU Logbook and inquire on the availability of slots and other pertinent information	1.1. Check availability of slots and inform client 1.2. Answer other queries, if any *if qualified: Issue Dormitory Application Form *if not qualified: List under the waiting list	None	5 minutes	Dorm Manager
2. Submit duly accomplished Dormitory Application Form and other requirements	2.1. Receive and review requirements submitted 2.2. Advise applicant to pay the dormitory fee at the Cashiering Office and to submit a photocopy of the Official Receipt (OR) to the Dorm Manager or Front Desk Personnel for the Approval of residency	None	5 minutes	Dorm Manager
3. Proceed to the Cashiering Office and inform teller of transaction. Pay fee and receive OR	3.1. Receive tender of payment and issue OR	(Required down payment =1 month pay) 2,000-3,000/ head/month	10 minutes	Collection Officer
4. Submit photocopy of OR	4.1. Receive photocopy of OR and record payment 4.2.	None	5 minutes	TMDU Personnel

to the Dorm Manager	Issue Acceptance Notice as resident in the dormitory			
5. Receive Acceptance Notice and list of needed personal belongings	5.1. Remind client to check-in in the dormitory 2 to 3 days before the start of classes 5.2. Give applicant the list of personal belongings need for		1 minute	Dorm Manager
Total		(Required down payment =1 month pay) 2,000-3,000/head/month	26 minutes	

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OFFICE OF STUDENT AFFAIRS AND SERVICES

3.Provision of Student Wellness Services (SWS)

The Student Wellness Services (SWS) unit helps students address wellness concerns

Office or Division:	Office of Student Services - Student Wellness Services (SWS) and Student Development Divisions			
Classification:	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail:	BASC Students; Parents/Guardians			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. BASC ID or any valid ID			Requesting Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill-in logbook	1.1. Check availability of slots and inform client 1.2. Answer other queries, if any *if qualified: Issue Dormitory Application Form *if not qualified: List under the waiting list	None	3 minutes	Any SWS Personnel
2. Ask/inquire/ verbalize concerns	2.1. Receive and review requirements submitted 2.2. Advise applicant to pay the dormitory fee at the Cashiering Office and to submit a photocopy of the Official Receipt (OR) to the Dorm Manager or Front Desk Personnel for the Approval of residency	None	3 minutes	Any SWS Personnel
3. Proceed to service unit	3.1. Receive tender of payment and issue OR	None	2 minutes	Any SWS Personnel
Total		None	8 minutes	

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OFFICE OF STUDENT AFFAIRS AND SERVICES

4. Guidance and/or Counseling or Life Coaching of Students

The Guidance and Counseling Unit offers mental health services to students

Office or Division:	Office of Student Services - Student Wellness & Development Divisions - Guidance Counseling Unit			
Classification:	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail:	BASC Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. BASC ID or any valid ID			Requesting Client	
2. Client Information Form with Informed Consent (QF-OSS-GCU-01)			OSS - Guidance Counseling Unit	
3. Referral Slip, if referred ONLY			Referring BASC Faculty/Individual	
4. Supporting documents such as medical certificate, invitation letters, explanation letter signed by parent/guardian with valid ID of signatory, etc; if with absence or tardiness ONLY			Requesting Client	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present valid ID; Submit duly accomplished Referral Slip (If referred ONLY)	1.1. Interview student and identify if first-time client or former client 1.2. Issue Client Information form (CIF), if first-time client; Retrieve CIF, if former client	None	5 minutes	SWS-Guidance and Counseling Unit Personnel
2. Accomplish CIF (if first-time client) and submit to attending personnel; submit supporting documents, if any	2.1. Receive documents and refer to a Guidance Coordinator or other GCU personnel in-charge	None	30 minutes	SWS-Guidance and Counseling Unit Personnel
3. Undergo life coaching, guidance and/or counseling, and other appropriate intervention	3. Provide appropriate assistance (e.g. life coaching, guidance and/ or counseling, etc)	None	3 hours	Guidance Coordinator
4. Receive form issued by the Guidance Counselor or the Coordinator for SSN and PWDs	4.1. Issue appropriate document or report or form (e.g. Class admission slip, feedback slip, referral slip, etc.)	None	5 minutes	Guidance Counselors; Coordinator for SSN & PWDs
Total		None	3 hours 40 minutes	

OFFICE OF THE COLLEGE REGISTRAR
External Services

BULACAN AGRICULTURAL STATE COLLEGE

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OFFICE OF THE COLLEGE REGISTRAR

1. Registration

The Office of the College Registrar processes the registration of enrollees.

Office or Division:	Office of the College Registrar			
Classification:	Simple			
Type of Transaction	G2C - Government to Citizen			
Who may avail:	Students/Enrollees/Cross-enrollees/Transferees			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Pre-Registration Form (PRF)			Downloadable at the BASC Website	
2. Patron Information Slip (for ID Processing ONLY)			BASC Library Services	
Additional requirement for New Students/ Transferees/ Additional Units/ Second Degree Courses				
3. Admission Requirements (Form 138, Certificate of Good Moral Character, BASC-CEE result, 2 pcs 2x2 ID Picture, photocopy of PSA Birth Certificate)			Requesting Client	
4. Enrollment form (for ID Registration)				
Additional requirement for Old/Continuing Students				
1. Readmission Slip			Requesting Client	
2. Present BASC ID (for ID Validation)				
For ID Replacement, if needed				
3. ID Replacement Form			BASC Library Services	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 1. Proceed to any OCR window and submit PRF and any additional requirement as applicable	1 1. Receive and check completeness of submitted documents and the PRF	None	2 minutes	Any Frontline Encoder
2. Receive enrolment form	2.1. If documents are complete, prepare and issue enrollment form	None	3 minutes	Any Frontline Encoder
3. Proceed to step 4 if payment is needed; Proceed to step 6 if qualified for RA 10931 (Universal Access to Quality Tertiary Education) or if a new student, cross enrollee, or for ID replacement	3. Provide appropriate assistance (e.g. life coaching, guidance and/ or counseling, etc)	None	5 minutes	Any Frontline Encoder
4. Present enrollment form and inform	4. Check the Student Information and Accounting System	None	2 minutes	Any Collecting Officer

collecting officer of transaction				
5. Pay fee and receive Official Receipt	5.1. Charge amount indicated in the system 5.2. Receive payment and issue Official Receipt	Amount indicated in the system	7 minutes	Any Collecting Officer
6. Proceed to the Library Services and present: BASC ID, if old student Enrollment Form or Official Receipt, if new student, cross enrollee, or for ID replacement	For ID VALIDATION 6.1. Place ID Validation Sticker and stamp the enrollment form and/or official receipt, if applicable 6.2. Update Client Record in the Library System For ID REGISTRATION 6.1. Create Client Record in the Library System		3 minutes	Any Library Services Officer
Total		None	22 minutes	

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OFFICE OF THE COLLEGE REGISTRAR

2. Issuance of Academic Records A

Students and Alumni may request for the issuance of Official Transcript of Records and True Copy of Grades (with or without CTC), CAV, etc.

Office or Division:	Office of the College Registrar			
Classification:	Highly Technical			
Type of Transaction	G2C - Government to Citizen			
Who may avail:	Students, Alumni, Parents/Guardians/Authorized Representatives			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Valid IDs or Proof of Identification			Requesting Client	
2. Authorization letter, if representative			Requesting Client	
3. QF-OCR-12			Office of the College Registrar	
For claiming of requested document				
4. Official Receipt			Cashiering Office	
5. Claim Stub			Office of the College Registrar	
6. Affidavit of Loss (if claim stub is lost)			Office of the College Registrar	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform window-charge of document/s to be requested. Submit Clearance form, if applicable *Present Authorization Letter and Valid ID if representative	1.1. Determine the type of request 1.2. Retrieve records and evaluate completeness of non-academic requirements and Clearance *If non-academic requirements are incomplete: END OF TRANSACTION *If non-academic requirements are complete: Issue request form 1.3. Check Clearance form, if applicable *If with accomplished clearance or clearance is not required: Assess fees and endorse to Cashiering Office (Step 4 *If clearance is not accomplished: Endorse to concerned offices (Step 2)	None	2 minutes	Any Frontline Encoder
2. Process Clearance: *New Graduates (6 signatories needed); Students who filed for Leave of Absence and/or did not continue studies (3 signatories needed) *Currently enrolled students must be cleared by OSS (1	2.1. Sign Clearance as applicable (for new graduates or students who filed for leave of absence and/or did not continue studies) or Clear the students (for currently enrolled students) 2.2. Advise client to return to OCR	None	3 days	Heads of Offices providing Clearance to students

signatory with 3 initials from three different OSS units)				
3. Proceed to the OCR and submit clearance	3.1. Check clearance and issue Request form, if complete 3.2. Advise client to pay appropriate fee/s	None	4 minutes	Window-incharge at OUR
4.Fill in and present Request form to the Cashiering Office Request form to the Cashiering Office	4. Assess concern and charge appropriate fee	OTR - 50/page TCG - 50/set CTC - 50/copy Graduation Fee - 300 (BS) 500 (GS/)	7 minutes	Any Collecting Officer
5. Pay fee and receive Official Receipt	5.1. Charge amount indicated in the system 5.2. Receive payment and issue Official Receipt	OTR - 50/page TCG - 50/set CTC - 50/copy Graduation Fee - 300 (BS) 500 (GS/)	2 minutes	Any Collecting Officer
6. Proceed to BIR and buy two (2) documentary stamps	6. Charge appropriate fee and issue two (2) documentary stamps	Doc stamps - 15/pc	3 minutes	Bureau of Internal Revenue (BIR
7. Proceed to OCR and submit request form with Official Receipt and documentary stamp	7. Check completeness of request form with Official receipt and documentary stamp	None	1 minute	Window-in charge at OCR
8. Receive Claim Stub and take note of processing time	8.1. Issue Claim stub and inform client of the processing time of 7 days 8.2. Prepare and process requested documents	None	3 minutes	8.1. Issue Claim stub and inform client of the processing time of 7 days 8.2. Prepare and process requested documents
9. Return after 7 days and present Official Receipt and Claim Stub *Present Affidavit of Loss, if Claim stub is lost	9.1. Receive Claim stub 9.2. Release requested document/s	None	4 minutes	Window in-Charge, Processor, and Checker
Total		OTR - 50/page TCG - 50/set CTC - 50/copy Doc	10 days 25 minute	

	Stamp - 15/pc Graduation Fee - 300 (BS) 500 (GS) Diploma - 200		
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OFFICE OF THE COLLEGE REGISTRAR

3. Issuance of Academic Records B

Fresh graduates and alumni may request for the issuance of their Diploma (first copy or replacement)

Office or Division:	Office of the College Registrar			
Classification:	Complex			
Type of Transaction	G2C - Government to Citizen			
Who may avail:	Fresh Graduates, Alumni; Parents/Guardians/Authorized Representatives			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Valid IDs or Proof of Identification			Requesting Client	
2. Authorization letter, if representative			Requesting Client	
3. QF-OCR-12			Office of the College Registrar	
For claiming of requested document				
4. Official Receipt			Cashiering Office	
5. Claim Stub			Office of the College Registrar	
6. Affidavit of Loss (if claim stub is lost)			Office of the College Registrar	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform window-charge of document/s to be requested. Submit Clearance form, if applicable *Present Authorization Letter and Valid ID if representative	1.1. Determine the type of request *FOR FIRST COPY: Check completeness of non-academic requirements; clearance form *FOR REPLACEMENT/ CORRECTION OF NAME: Ask for Affidavit of Loss/ explanation and/or PSA Birth/Marriage Certificate 1.2. Retrieve records and evaluate completeness of documents *If documents are incomplete: END OF TRANSACTION *If documents are complete: Issue request form, assess fees, then refer to Cashiering Office	None	6 minutes	Window-in Charge
2. Fill in and present Request form to the Cashiering Office	2. Assess client's concern and charge appropriate amount	None	2 minutes	Collecting Office
3. Pay amount indicated by collecting officer and receive Official Receipt after	3.1. Receive tender of payment 3.2. Issue Official Receipt and return request form	Diploma (First Copy or replacem	7 minutes	Window-in charge at OCR

		ent) - 200.00		
4. Proceed to BIR and buy two (2) documentary stamps	4. Charge appropriate fee and issue two (2) documentary stamps	Doc stamp - 15/piece	5 minutes	Bureau of Internal Revenue
5. Proceed to OCR and present Request form with the Official Receipt and documentary stamps		None	1 minute	Window-in Charge
6. Proceed to BIR and buy two (2) documentary stamps	6. Charge appropriate fee and issue two (2) documentary stamps	Doc stamps - 15/pc	3 minutes	Window-inCharge
7. Return after 7 days and present Official Receipt with Claim Stub *Present Affidavit of Loss, if Claim stub is lost	7.1. Receive Claim stub 7.2. Release requested document/s	None	2 minutes	Window-in charge at OCR
Total		Diploma (First Copy or replacement) - 200.00 Doc stamp - 15/piece	7 days 23 minutes	

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OFFICE OF THE COLLEGE REGISTRAR

Issuance of Academic Records C (Certification)

Students and Alumni may request for the issuance of Certification.

Office or Division:	Office of the College Registrar			
Classification:	Highly Technical			
Type of Transaction	G2C - Government to Citizen			
Who may avail:	Students, Alumni; Parents/Guardians/Authorized Representatives			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Valid IDs or Proof of Identification			Requesting Client	
2. Authorization letter, if representative			Requesting Client	
3. QF-OCR-12			Office of the College Registrar	
For claiming of requested document				
4. Official Receipt			Cashiering Office	
5. Claim Stub			Office of the College Registrar	
6. Affidavit of Loss (if claim stub is lost)			Office of the College Registrar	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform window-charge of document/s to be requested. Submit Clearance form, if applicable *Present Authorization Letter and Valid ID if representative	1.1. Determine the type of request 1.2. Retrieve records and evaluate completeness of non-academic requirements and University Clearance *If non-academic requirements are incomplete: END OF TRANSACTION *If non-academic requirements are complete: Issue request form 1.3. Check Clearance form, if applicable *If with accomplished clearance or clearance is not required: Assess fees and endorse to Cashiering Office (Step 4) *If clearance is not accomplished: Endorse to concerned offices (Step 2)	None	2 minutes	Any Frontline Encoder
2. Process Clearance: *New Graduates (6 signatories needed); Students who filed for Leave of Absence and/or did not continue studies (3 signatories needed) *Currently	2.1. Sign Clearance as applicable (for new graduates or students who filed for leave of absence and/or did not continue studies) or Clear the students (for currently enrolled students) 2.2. Advise client to return to OCR	None	3 days	Heads of Offices providing Clearance to students

enrolled students must be cleared by OSS (1 signatory with 3 initials from three different OSS units				
3. Proceed to the OCR and submit clearance	3.1. Check clearance and issue Request form, if complete 3.2. Advise client to pay appropriate fee/s	None	4 minutes	Window-in charge at OCR
4. Fill in and present Request form to the Cashiering Office	4. Assess concern and charge appropriate fee	Certification - 50.00 (BS) 100.00 (Grad School) *Free for CHED-K12 Scholars (1st copy only)	7 minutes	Collecting Officer
5. Pay fee indicated by collecting officer and receive Official Receipt	5. Receive tender of payment and issue Official Receipt	Certification - 50.00 (BS) 100.00 (Grad School) *Free for CHED-K12 Scholars (1st copy only)	2 minutes	Collecting Officer
6. Proceed to BIR and buy two (2) documentary stamps	6. Charge appropriate fee and issue two (2) documentary stamps	Doc stamps - 15/pc	5 minutes	Window-in Charge (BIR)
7. Proceed to OUR and submit request form with Official Receipt and documentary stamp.	7. Check completeness of request form with Official receipt and documentary stamp	None	1 minute	Window-in charge at OCR
8. Receive Claim Stub and take note of processing time	8.1. Issue Claim stub and inform client of the processing time of 7 days 8.2. Prepare and process requested documents	None	7 days	Window-in charge at OCR
9. Return after 7 days and present Official Receipt and Claim Stub *Present Affidavit	9.1. Receive Claim stub 9.2. Release requested document/s	None	4 minutes	Window-in charge at OCR

of Loss, if Claim stub is lost				
Total		OTR - 50/page TCG - 50/set CTC - 50/copy Doc Stamp - 15/pc Graduati on Fee - 300 (BS) 500 (GS/OU) Diploma - 200	10 days 25 minutes	

BASC PUBLIC AFFAIRS OFFICE
External Services

BULACAN AGRICULTURAL STATE COLLEGE

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PUBLIC AFFAIRS OFFICE

1. Request for Information Material Posting

Clients wishing to post information materials within the University may request at the BASC Public Affairs Office (BPAO)

Office or Division:	BASC Public Affairs Office			
Classification:	Highly Technical			
Type of Transaction	G2G - Government to Citizen G2B - Government to Business Entity			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request form (QF-BPAO-06) - 1 copy		BASC Public Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Receive, accomplish and submit QF-BPAO-06	1.1. Provide client with 1 QF-UPAO-06 form and instruct them to fill in the form 1.2. Receive accomplished form and check nature of information	None	1 minute	Any BPAO Staff
2. Follow instructions or receive Approval Sticker	2.*For Employment: Refer to Office of Student Services *For Business Purposes: Refer to the University Business Affairs *For Public Advisory: Approve and release the Approval sticker	None	1 minute	
3. Receive, accomplish, and submit Client Evaluation Form	3.1. Instruct client to fill in Client Evaluation Form 3.2. Receive accomplished Client Evaluation Form	None	1 minute	
Total		None	3 minutes	

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PUBLIC AFFAIRS OFFICE

2. Answering of Queries Through Social Media

Clients may request for layout designing and printing of information materials

Office or Division:	BASC Public Affairs Office			
Classification:	Simple			
Type of Transaction	G2G - Government to Citizen G2B - Government to Business Entity G2G - Government to Government			
Who may avail:	General public, Employees, Student			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Post query/ies by messaging the BASC Social Media Account. Take note of response/ instructions.	1.1. Respond to query if applicable 1.2. Inform client of possible requirement/s and/ or waiting time, if proper response is yet to be give	None	1 minute	Marilyn Alvarez BASC PIO
Total		None	1 minute	

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PUBLIC AFFAIRS OFFICE

3.Receipt of Complaint

Clients with complaints regarding services may submit formal letters of complaint to BPAO

Office or Division:	BASC Public Affairs Office			
Classification:	Simple			
Type of Transaction	G2G - Government to Citizen G2B - Government to Business Entity G2G - Government to Government			
Who may avail:	General Public, Students, Employees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Formal Letter of Complaint		Requesting Client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1 1. Submit Formal Letter of Complaint and Sign in the Client Logbook	1.1. Receive letter 1.2. Inform client of possible feedback/waiting time 1.3. Instruct client to sign in the Client Logbook	None	1 minute	Marilyn Alvarez BASC PIO
Total		None	1 minute	

BULACAN AGRICULTURAL STATE COLLEGE

Pinaod, San Idefonso, Bulacan

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4. Receiving of Freedom of Information (FOI) Queries

Clients may inquire regarding public information by virtue of Executive Order No. 02, s. 2016

Office or Division:	BASC Public Affairs Office			
Classification:	Complex			
Type of Transaction	G2G - Government to Citizen G2B - Government to Business Entity G2G - Government to Government			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Freedom of Information (FOI) Form			BASC Public Affairs Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit FOI Form	1. Receive FOI Form and assess concern/query	None	1 minute	Any BPAO Staff
2. Take note of information given	2.1. Inform client on possible feedback/waiting 2.2. Submit FOI Form to concerned offices	None	7 days	Marilyn Alvarez BASC PIO
3. Take note of feedback	3. IF FOI request is approved: Inform client of feedback once it is received	None	1 minute	
Total		None	8 days 1 minute	

BULACAN AGRICULTURAL STATE COLLEGE

Pinaod, San Ildefonso, Bulacan

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BASC PUBLIC AFFAIRS OFFICE

5.Provision of Access to Records

Clients may request for access to College Records.

Office or Division:	BASC Public Affairs Office			
Classification:	Complex			
Type of Transaction	G2G - Government to Citizen			
Who may avail:	General Public; Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. QF-BPAO-Form 1			BASC Public Affairs Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit QF-BPAO-02	1. Receive QF-BPAO-01 and check nature and availability of information/ service requested *If unavailable, disapprove request/inform feedback	None	1 minute	Any BPAO Staff
2. Provide flash drive if asking for e-copy of information	2.1. Receive flash drive 2.2. Prepare requested document/file and copy to given storage device	None	10 minutes	
3. Receive storage device	3 3. Release tarpaulin to client	None	1 minute	
4. Fill in and submit Client Feedback Form	4.1. Instruct client to fill in Client Feedback Form 4.2. Receive accomplished Client Feedback Form	None	1 minute	
Total		None	13 minutes	

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BASC PUBLIC AFFAIRS OFFICE (HRMO)

6.Facilitation of Visit

Clients may opt for a guided visit (walk-in/scheduled) to various BASC offices by requesting through BPAO.

Office or Division:	BASC Public Affairs Office			
Classification:	Simple			
Type of Transaction	G2G - Government to Citizen G2B - Government to Business Entity G2G - Government to Government			
Who may avail:	General Public			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. QF-BPAO-03 (For Walk-in Visitors ONLY)		BASC Public Affairs Office		
2. QF-BPAO-05		BASC Public Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
For Scheduled Visitors: 1. Submit formal letter of request to University President For Walk-in: 1. Accomplish and submit QF-BPAO-03	For Scheduled Visitors: 1. Receive endorsement/ approval from the President For Walk-in Visitors: 1. Receive accomplished QF-BPAO-03	None	1 minute	Any BPAO Staff
2. Take note of information given	2.1. Accomplish QFBPAO-04 and submit to concerned office 2.2. Confirm availability to client, If requested Office is available *If requested Office is unavailable, Provide alternative Offices/Places to visit	None	3 hours	
3. Proceed to Orientation and Field Tour	3. Orient and Tour Visitors	None	4 hours	
4. Accomplish and submit QF-BPAO-05	4. Receive QF-BPAO-05	None	1 minute	
5. Receive Certificate	5. Issue Certificate/s of Appearance	None	1 minute	
Total		None	7 hours 3 minutes	

BASC PUBLIC AFFAIRS OFFICE
Internal Services

BULACAN AGRICULTURAL STATE COLLEGE

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BASC PUBLIC AFFAIRS OFFICE (HRMO)

1.Lay-out of Information Materials and Printing Facilitation of Tarpaulins

Clients may request for layout designing and printing of information materials

Office or Division:	BASC Public Affairs Office			
Classification:	Highly Technical			
Type of Transaction	G2G - Government to Government G2G - Government to Citizen			
Who may avail:	Employees, Student			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. QF-BPAO-Form 1			BASC Public Affairs Office	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit QF-BPAO-02	1. Receive QF-UPAO-02 2. Check the nature of information requested	None	1 minute	Any BPAO Staff
2. Take note of information given	If for lay-out: 2.1. Schedule for lay-out 2.2. Lay-out requested material/s 2.3. Send final lay-out to client If for printing: 2.4. Send file to printing press for printing 2.5. Inform client of pick-up once tarpaulin is available	None	20 days	
3. Pick-up tarpaulin	3. Release tarpaulin to client	None	2 minutes	
Total		None	20 days 3 minutes	

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Pinaod, San Ildefonso, Bulacan

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BASC PUBLIC AFFAIRS OFFICE (HRMO)

1. Provision of Events Documentation

BASC employees may request for assistance in documenting BASC events/activities.

Office or Division:		BASC Public Affairs Office		
Classification:		Complex		
Type of Transaction		G2G - Government to Government		
Who may avail:		BASC Employees		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. QF-BPAO-Form 1		BASC Public Affairs Office		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and submit QF-BPAO-01	1.1. Receive QF-BPAO-01 1.2. Check the nature of service requested *If unavailable: disapprove request and provide feedback to client	None	1 minute	Any BPAO Staff
2. Provide flash drive or CD if asking for e-copy of information	2.1. Receive storage media 2.2. Provide documentation assistance, prepare event collaterals, edit event evaluation, upload event in social media platforms	None	7 days	
3. Proceed to BPAO after the event and claim storage media or documentation files	3.1. Release requested file/s and/or storage media 3.2. Instruct client to fill in the Client Feedback Form	None	1 minute	
4. Fill in and submit Client Feedback Form	4. Receive Client Feedback Form	None	1 minute	
Total		None	1 minute	

OFFICE OF EXTENSION SERVICES
External Services

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OFFICE OF EXTENSION SERVICES

1. Request for Farm Visit

Clients may process requests for farm visits at the Office of Extension Services (OES)

Office or Division:	Office of Extension Services (OES)			
Classification:	Simple			
Type of Transaction	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Students, Farmers, Technicians, Researchers, Entrepreneurs, Extension Workers			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Farm Request Form		Office of Extension Services (OES)		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill in and submit the Farm Request Form	1. Receive request form and assess concern	None	2 minutes	Any Office of Extension Services Staff Imee Esguerra-Director
2. Take note of information/ instructions provided	2. Orient client of procedures	None	30 minutes	
3. Proceed to field tour	3. Facilitate Tour	None	4 hours	
4. Fill in and submit Client Feedback Form	4.1. Instruct client to fill in Client feedback form 4.2. Receive accomplished form		1 minute	
Total		None	4 hours 33 minutes	

BULACAN AGRICULTURAL STATE COLLEGE

Pinaod, San Idefonso, Bulacan

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OFFICE OF EXTENSION SERVICES

2. Request for Trainings/Seminars

Clients may request for trainings/seminars through the Office of Extension Services

Office or Division:	Office of Extension Services (OES)			
Classification:	Simple			
Type of Transaction	G2C - Government to Citizen G2G - Government to Government			
Who may avail:	Students, Farmers, Technicians, Researchers, Entrepreneurs, Extension Workers			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
1. Request Form			Office of Extension Services (OES)	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill in and submit request form	1.Receive request form and assess concern	None	2 minutes	
2. Take note of information provided		None	1 minute	
3. Fill in and submit Client Feedback Form		None	1 minute	
Total		None	4 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback	<ol style="list-style-type: none"> 1. Accomplish the Client Satisfaction & Feedback Form and put in the Drop Box at the Public Assistance and Complaint Desk (PACD) 2. Send feedback through email at: info@basc.edu.ph/basc_52@yahoo.com
How feedbacks are processed	The Office of Quality Assurance and Accreditation (OQAA) opens the drop boxes every month to evaluate feedback. A summary of ratings and comments are forwarded to relevant offices for appropriate action. The Office of the President Staff also monitors feedback sent through email and relays these to appropriate offices.
How to file a complaint	<ol style="list-style-type: none"> 1. Accomplish the Client Satisfaction & Feedback Form and put in the Drop Box at the Public Assistance and Complaint Desk (PACD) 2. Send complaints through email at: info@basc.edu.ph/basc_52@yahoo.com 3. File a complaint through the BASC Public Affairs Office (BPAO)
How complaints are processed	The Office of Quality Assurance and Accreditation (OQAA) opens the drop boxes every month to evaluate feedback. A summary of ratings and comments are forwarded to relevant offices for appropriate action. The Office of the President Staff also monitors complaints sent through email and relays these to appropriate offices. Moreover, the University Public Affairs Office (UPAO) receives complaints and refers these to appropriate offices
Contact information of	
Contact Center ng Bayan (CCB)	Text 0908 881-6565 or Call 1-6565 www.contactcenterngbayan.gov.ph www.facebook.com/contactcenterngbayan
Presidential Complaint Center (PCC)	8888 8736-8645 or 8736-8603 8736-8606 or 8736-8629 or Telefax: 8-736-8621
Anti-Red Tape Authority (ARTA)	8478-5091 or 8478-5093 or 8478-5099 complaints@arta.gov.ph
Office of the College President	basc_52@yahoo.com Tel. 044 762 1427/044 762 0120



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