

Republic of the Philippines
BULACAN AGRICULTURAL STATE COLLEGE
San Ildefonso, Bulacan

CITIZEN'S CHARTER OFFICE OF ADMISSION AND REGISTRATION

(Revised First Semester Academic Year 2019-2020)



CITIZEN'S CHARTER
OFFICE OF ADMISSION AND REGISTRATION
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PREAMBLE:

In order to raise the standard and quality of public services, fulfill the needs & expectations of the citizens and carry out the services effectively and efficiently being provided by this organization, Citizen's Charter for the Bulacan Agricultural State College has been prepared. The Charter seeks to provide a framework which enables our clientele to know:

1. Services offered of the Bulacan Agricultural State College.
2. Redressal of public grievances if any in regards to services of College.

The prime objective behind the Charter is to ensure transparency, public participation and accountability, standard of services, nondiscrimination, courtesy, easy information and Grievances Redressal whenever possible.

VISION

An outstanding higher education institution in the nation with the provision of excellent education and quality services.

MISSION

To strive for excellence in Agriculture and other allied disciplines, and to provide for and address ever-changing educational needs and services for those seeking to expand their intellectual horizons.



FEEDBACK AND REDRESSAL MECHANISMS

Should there be any grievances, comments, suggestions and complaints, please tell us through any of the following mechanisms:

- Accomplish feedback form provided in our Public Assistance Desk and dropped it in our suggestion box.
- Send your feedback through email (registrar@basc.edu.ph) or call us at telephone number 044-697-1727.

PERFORMANCE PLEDGE

WE, the officials and employees of the
BULACAN AGRICULTURAL STATE COLLEGE,
pledge efficient and equitable public service to all clientele
as stated in this Citizens' Charter.

Specifically, we will:

Serve with integrity, equality and professionalism.

Attend to public's concerns courteously
and without delay.

Work according to the eight-hour standard working time,
or beyond when the need warrants.

Be presentable at all times by wearing proper
office attire and identification.

Provide feedback system to assess quality service rendered
and make necessary improvements.

Provide comfortable waiting areas and frontline
personnel to attend immediately to public's queries.

LIST OF FRONTLINE SERVICES

1. Application for BASC Admission Test (BASCAT)
2. Enrolment
3. Processing of requests for scholastic records and school credentials such as Transcript of Records, Form 137-A, Certificate of Graduation, Certificate of Enrolment, Report of Grades, Diploma, CAV, Evaluation, Honorable Dismissal, and Authentication of Scholastic Records and School Credentials.

FRONTLINE SERVICE 1: APPLICATION FOR BASC ADMISSION TEST (BASCAT)

A. Schedule of Availability of Service

8.00 A.M. to 5:00 P.M., Monday to Friday (no noon break)

B. Who may avail of the service

Incoming Junior High School Students (Grade 8 to Grade 10)

Incoming Senior High School Students (Grade 11)

Incoming College Freshmen

Transferees

C. What are the requirements

New Students

- BASCAT Application Form
- Certified True Copy of Form 138-A (Report Card)
- Two pieces I.D. picture (2" x 2") white background
- Photocopy of Birth Certificate (PSA)

Transferees

- BASCAT Application Form
- Transfer Credentials (Transcript of Records or Certificate of Grades and Honorable Dismissal)
- Two pieces I.D. picture (2" x 2") white background
- Photocopy of Birth Certificate (PSA)



D. How to avail the service

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Form
1	Present the BASCAT Application Form and all the requirements stated above.	Examine and evaluate the submitted entrance credentials, requirements and form of the applicant.	1 minute	Processor		BASCAT Application Form
2	The applicant will sign at the Applicants Log Sheet and an application number will be given.	If all requirements are valid, and the BASC Admission Form are filled-out corrected.	30 seconds	Processor		BASCAT Log Sheet
	The applicant will bring the lacking requirements before the date of exam.	If requirements are invalid and incomplete, the applicant shall be properly notified of the deficiencies.				
3	The applicant will bring the BASCAT permit slip during the exam schedule.	The BASCAT permit slip will be released to the applicant.	30 seconds	Processor		
END OF TRANSACTION						

E. Duration: 2 minutes per student

FRONTLINE SERVICE 2: ENROLLMENT

A. Schedule of Availability of Service

8.00 A.M. to 5:00 P.M., Monday to Friday (no noon break)

8.00 A.M. to 5:00 P.M. during Saturday- Enrolment Schedule only For Graduate Students (no noon break)

B. Who may avail of the service

Incoming Junior High School Students (Grade 8 to Grade 10)

Incoming Senior High School Students (Grade 11)

Incoming College Freshmen



Transferees
 Continuing Students
 Old Returning Students
 Incoming Graduate Students

C. What are the requirements

New Students (Incoming College Freshmen/Incoming Senior High School)

- Form 138-A (Original Report Card)
- Medical Certificate (For ROTC exemption)

Incoming Graduate Students

- Transfer Credentials (Original Transcript of Records and Honorable Dismissal)
- Two pieces I.D. picture (2" x 2") white background
- Photocopy of Birth Certificate (PSA)
- Permit to study (for applicants employed in the government)

Transferees

- Medical Certificate (For ROTC exemption)

Old Students / Continuing Students

- Accomplished Clearance Form

D. How to avail the service

For Incoming Graduate Students:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Form
1	Present all the requirements stated above.	Examine and evaluate the submitted entrance credentials and requirements of applicants	1 minute	Processor		
2	The Applicant will fill-out the BASC Admission Form	If all requirements are valid, the applicant will be given Admission Form to be filled-out by applicant.	30 seconds	Processor		



						BASC Admission Form
		If requirements are invalid and incomplete, the applicant shall be properly notified of his deficiencies.				
3	Submit to processor accomplished BASC Admission Form	Screen the accomplished admission form, the students' profile will be encoded to the registration system and the applicant will be given official student number and Pre-advising Form	1 minute	Processor		Pre-Advising Form
4	Present the accomplished Pre-advising Form to the Class Program Adviser	The Class Program Adviser will give subjects to the student	1 minute	Class Program Adviser		
5	Present the filled-out Pre-advising Form to the Office of the Admission and Registration. Check the information in the Pre-assessment Form. Sign the Pre-assessment Form.	The subjects will be encoded to the registration system and the pre-assessment form will be given to the student.	1 minute	Processor		Pre-assessment Form
6	Proceed to accounting office and present pre-assessment of fees	Validation of pre-assessment of fees	30 seconds	Accounting		
7	Pay the required fees	Issuance of Official Receipt (OR)	30 seconds	Cashier		
8	Proceed to the Office for submission of all forms and requirements and present the OR. Check the information in the Certificate of Registration. Sign the Form.	Releasing of Certificate of Registration	30 seconds	Processor		Certificate of Registration
END OF TRANSACTION						

E. **Duration:** 6 minutes per student



For Incoming College Freshmen:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Form
1	Present all the requirements stated above.	Examine and evaluate the submitted entrance credentials and requirements of applicants	1 minute	Processor		
2	Check the information in the Pre-assessment Form. Sign the Pre-assessment Form.	The students' profile will be encoded to the registration system and the applicant will be given official student number and Pre-assessment Form	2 minutes	Processor		Pre-Assessment Form
3		Validation of pre-assessment of fees	1 minute	Accounting		
4	Check the information in the Certificate of Registration. Sign the Form.	Releasing of Certificate of Registration	1 minute	Processor		Certification of Registration
END OF TRANSACTION						

F. Duration: 5 minutes per student

FRONTLINE SERVICE 3: PROCESSING OF REQUEST FOR CERTIFICATES, DIPLOMA, TRANSFER CREDENTIALS, FORM 137A, REPORT OF GRADES, EVALUATION, AND AUTHENTICATION

A. Schedule of Availability of Service

8.00 A.M. to 5:00 P.M., Monday to Friday (no noon break)

B. Who may avail of the service

- Graduates
- Old Students
- Old Returning
- Officially enrolled students



Drop-Out Students
 Transferee-Out Students

C. What are the requirements

For first-time requesting:

Graduates

- Duly Accomplished Graduation Clearance Form

Old Students

- Duly Accomplished Clearance Form
- Lacking Admission Requirements

Second request with completed requirements are not required to submit.

D. How to avail the service

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person In Charge	Fees	Form
1	Accomplished the Application Slip and submit the requirements needed.	Examine the request and check the submitted requirements of applicants	1 minute	Processor		Application Slip
2	Pay the required fees at the Cashiers Office	Received payment and issue an OR.	30 seconds	Cashiers Office	Transcript of Record - P100.00/page Certificates, Evaluation, Report of Grades, Authentication, Form 137A, Honorable Dismissal - P 20.00 Reconstituted Copy of Diploma - P 150.00	
3	Present the Application Slip and OR.	Accomplished the Claim Stub and return the stub to the applicant.	30 seconds	Processor		
END OF TRANSACTION						



E. **Duration:** 2 minutes per student

F. **Releasing time:**

Type of Document	Releasing Time
Certificates of Registration, Report of Grades	After 30 minutes
Authentication	Same day of request
Transcript of Record, Evaluation, Form 137A, Honorable Dismissal, Certificate of Grades, Certificate of Enrollment, Certificate of Graduation, Certificate of Graduation with GWA, Certificate of Enrolment with Units Earned, Certificate of graduation with Medium of Instruction	After 3-working days
Reconstituted Copy of Diploma	After 7-working days
Requested document that needs verification, data collection, pending request for validation or with data missing.	After 20 working days

Note: If the applicant cannot personally claim the requested documents, his/her representative should present the claim stub, the applicant's I.D. , I.D. of the representative and authorization letter.

Prepared by:

MERIAM F. SULIT, Ph.D.

Director for Admissions & Registration

Recommending Approval:

CECILIA S. SANTIAGO, Ph.D.

Vice-President, Academic Affairs

Approved:

JAMESON H. TAN, Ed.D.

College President





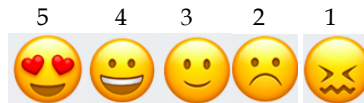
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OFFICE OF ADMISSION & REGISTRATION
CLIENTS FEEDBACK FORM

Date of visit: _____

We intend to serve you ~~you~~ better, please tell us how we have served you. Please check () the appropriate box.

How will you rate our services?
(5-highest, 1-lowest)



- | | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. Timeliness of service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Clients service | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Staff actions | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Suggestions/Recommendations/Complaints:

Name (optional): _____
School/Agency: _____
Contact #: _____ e-mail address: _____
Signature: _____

Thank You!

