

Republic of the Philippines
NORTHERN ILOILO POLYTECHNIC STATE COLLEGE
Estancia, Iloilo



CITIZEN'S *Charter*

Revised May 2017

VISION

A leading polytechnic institution
offering capability and industry-oriented programs;
deriving its strengths from the tradition of polytechnics,
particularly the business-professionals partnership
in developing a competent person
responsive to his needs and to the community.

MISSION

We provide education and training for
human resources development
to accelerate and sustain the socio-economic transformation
of its service area by offering quality, relevant,
accessible and effective polytechnic programs.

We,

Commit to provide education that will promote personal development, social responsibility, technological proficiency and professional integrity; provide responsible professionals/leaders, competent technologists, highly-skilled technicians and workers, and dynamic entrepreneurs for rural development; undertake research and extension to further knowledge and technology transfer; enhance its critical role in community development; use planning to effectively respond to the changing environment, and to achieve balanced growth.

PERFORMANCE PLEDGE

We, the
Faculty and Staff of the Northern Iloilo Polytechnic State College,
commit:

To observe the
Code of Conduct and Ethical Standards for Public Officials and Employees
and therefore promise to serve with loyalty, respect, dignity and integrity.

To offer services, fairly, equitably, honestly,
responsively and without bias.

To be prepared to honestly explain and be accountable for any action undertaken
in line of duty and will use official facilities and equipment economically,
effectively and efficiently.

To ensure a high level of transparency and openness in providing accessible,
accurate and reasonable information
to the public at all times.

To refuse any advantages, gifts or benefits that might be seen to prejudice our
position or lead to conflict of interest.

To strive for creativity and innovation and observe standards of service which are
relevant, achievable and realistic, measurable and transparent in order to
promote the welfare of the public.

All these we pledge because of **PUBLIC SERVICE.**

FEEDBACK AND REDRESS MECHANISM

Let us know your personal experience on how we may have served you by doing any of the following:

Accomplish our Feedback Form
available near the Suggestion Box and kindly
drop the same in the box.

Talk to our Officer of the Day for assistance, compliant and advice.

Contact us thru telephone nos. (033) 397-0314 or (033) 397 0315 or

TXT CONNECT using the following format:

NIPSC <space> FEEDBACK <space> <MESSAGE> send to:
09176275241 for Globe and TM subscribers
09189309089 for Smart, Talk n Text, and Sun subscribers

Example:

NIPSC FEEDBACK My suggestion ... send to 09179309089
NIPSC FEEDBACK My suggestion ... send to 09189309089

Your comments, suggestions and feedbacks will surely help
in continuously improving our services.

Thank you.

LIST OF NIPSC FRONTLINE SERVICES

ACCOUNTING OFFICE	Library Card Application(New Students)	29
Assessment of School Fees	Re-issuance of Library Card	30
Preparation of Advance Claim Travel Expense Voucher(TEV)	Renewal of Library Card(Old Students) ..	31
RECORDS OFFICE	Returning of Books	32
Application for leave of Absence	Returning of Damaged or Lost Books	33
HUMAN RESOURCE OFFICE	Photocopying of Library Materials	34
Issuance of Service Record/Certification	MEDICAL SERVICES	
ADMINISTRATIVE OFFICE	Dental Examination and Treatment	35
Issuance of Travel Order	Annual Medical Examination(Faculty&Staff) ..	36
CASHIER'S OFFICE	Medical Consultation	37
Collection of Payment (Tuition and Misc. fees).....	Pre-Enrolment Physical Examination	38
Collection of Payment (IGP)	Signing of Clearance(Faculty&Staff).....	39
Issuance of Examination Permit/ Clearance.....	MOTORPOOL	
Issuance of Students Clearance	Issuance of Trip Ticket	40
DISBURSEMENT OFFICE	NSTP	
Disbursement of Checks	Enrolment	41
EXTENSION SERVICES	Signing of Student's Clearance	42
Application to Conduct Extension Work.....	ON THE JOB TRAINING	
STUDENT & AUXILIARY SERVICES	Enrollment	43
Signing of Clearance	Issuance of Certificate of Completion	44
Request for Certification	REGISTRAR OFFICE	
Renewal of Scholarship	Admission	45
Enrolment	Enrolment(New Students).....	46
GUIDANCE OFFICE	Enrolment(Transferees).....	48
Conduct of NIPSC-CAT(College Admission Test)	Enrolment(High School Students)	50
Releasing of Entrance Test Result	Enrolment(Continuing/Old Students)	51
Issuance of Certificate of Good Moral Character.....	Other Services	53
Issuance of Readmission/Excuse Slip	RESOURCE GENERATION	
INSTRUCTION	Application for the Rental of Facilities	55
Advising/Consultation	SECURITY OFFICE	
Signing of Clearance	Conduct of College Vehicles(Incoming)	56
LIBRARY SERVICES	Conduct of College Vehicles(Outgoing).....	57
Access to the Internet.....	Conduct of Private Vehicles(Incoming).....	58
Borrowing of Books	Conduct of Private Vehicles(Outgoing).....	59
	Conduct of Visitors	60
	Inspection of School ID and Uniform	61
	SUPPLY OFFICE	
	Requisition and Issuance of Supplies, Materials and Equipments.....	62

ADMINISTRATIVE SERVICES - ACCOUNTING OFFICE**Assessment of School Fees**

Schedule: Monday to Friday, 8:00am-12:00 nn, 1:00-5:00pm

Clients/Customers Students, Parents or Guardians

Requirements: Registration Form

Processing Time: Five (5) minutes

Procedure:

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
1	Presents Accomplished Registration Form duly signed by the following: a. Dept. Head b. Director, Student & Aux. Services c. College Registrar d. NSTP Coordinator	Checks the documents presented	1 min.		Accounting Clerk	Registration Form
2		Reviews the completeness of data, signatures, subjects and units enrolled.	1 min.		Accounting Clerk	Registration Form
3		Makes assessment of school fees	3 mins.		Accounting Clerk	Registration Form/ Statement of Account
4		Directs the client to pay to the Cashier			Accounting Clerk	Registration Form/ Statement of Account

ADMINISTRATIVE SERVICES - ACCOUNTING OFFICE**Preparation of Advance Claim Travel Expense Voucher (TEV)**

Schedule: Monday to Friday, 8:00am-12:00 nn, 1:00-5:00pm

Clients/Customers NIPSC Employees and Students

Requirements: Approved Travel Order, Communication and Endorsement Letter

Processing Time: Ten (10) minutes

Procedure:

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
1	Presents approved travel order	Checks the documents presented	1 min.	None	Accounting Clerk	Approved Travel Order/ Communication and Endorsement Letter
2		Prepares itinerary of travel	3 mins.		Accounting Clerk	Itinerary of Travel NIPSCFoA03
3	Signs to conform the itinerary of travel prepared	Prepares travel expense voucher. Processes the travel expense voucher	6 mins. Depends on the signatories concerned: A. Budget Officer B. Accountant C. Immediate Supervisor D. College President		Accounting Clerk	Travel Expense Voucher NIPSCFoA001
4		Advises to make follow-up with the Disbursing Office			Accounting Clerk	Travel Expense Voucher NIPSCFoA001

ADMINISTRATIVE SERVICES - RECORDS OFFICE**Application for Leave of Absence**

Schedule: Monday to Friday, 8:00am-5:00pm

Clients/Customers: Members of the Faculty and Staff

Requirements: Form 6 (Leave Form), Medical Certificate (if required)

Faculty and Staff Clearance (for 30 days or more leave of absence)

Processing Time: Eleven (11) minutes and ten (10) seconds

Procedure:

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
1	Secures form from the Records Office		10 secs.	None	Records Officer or assistant	Leave Form CS Form No. 6 (NIPSCFoSR RO03)
2	Accomplishes and submit the form	Receives, checks entry, record in the leave card and certifies as to number of leave credits	5 mins.		Records Officer or assistant	Leave Form
3	Seeks signature for recommending approval	Signs and recommend for approval	30 secs.		Dean, Director or Chief of dept.	Leave Form
4	Submit the form to the College President for approval	Final approval	30secs.		SUC President	
5	Submit the form to the HR Office	Record absences and tardiness and file	5 mins.		Human Resource Mgt. Officer or assistant	Leave Form

ADMINISTRATIVE SERVICES - HUMAN RESOURCE OFFICE

Issuance of Service Record/Certification

Schedule: Monday to Friday, 8:00am-12:00 nn, 1:00-5:00pm

Clients/Customers: Faculty, Staff, Retirees and other Private Individuals

Requirements: None

Processing Time: Four (4) minutes

Procedure:

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
1	Makes a verbal request	Inquires what particular purpose it may serve	30 secs.	None	Human Resource Mgt. Officer or assistant	Service Record/Certification
2		Retrieves record from the data base or from the Records Office	3 mins.		Human Resource Mgt. Officer or assistant	Service Record/Certification
3		Prepares, prints and releases the requests.	30 secs.		Human Resource Mgt. Officer or assistant	
4	Acknowledges receipt of the document					

ADMINISTRATIVE SERVICES - ADMINISTRATION OFFICE

Issuance of Travel Order

Schedule: Monday to Friday, 8:00am-12:00 nn, 1:00-5:00pm

Clients/Customers: Employees, Faculty, Staff, Students, Parents or Guardians

Requirements: Invitation letter from sponsoring agency noted by the College President

Processing Time: Five (5) minutes

Procedure:

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
1	Presents the invitation letter noted by the College President	Reads and clarifies the content of the invitation letter or the communication	1 min.	None	Receiving clerk assigned at the Office of the VPAF	Travel Order NIPSCF oSRVP A01
2		Prepares the travel order and advises the client to seek signatures of the following: Recommendation from immediate supervisor Certification from the Budget Officer	4 mins.		Receiving clerk assigned at the Office of the VPAF	Travel Order NIPSCF oSRVP A01
3	Accomplishes the signatures.	Receives Travel Order for approval by the College President			Receiving clerk assigned at the Office of the VPAF	
4	Submits form back to the Receiving Clerk assigned at the Office of the VPAF					Travel Order NIPSCF oSRVP A01

ADMINISTRATIVE SERVICES - CASHIER's OFFICE
Collection of Payments (Tuition and Miscellaneous Fees)

Schedule: Monday to Friday, 8:00am-12:00 nn, 1:00-5:00pm

Clients/Customers: Employees
 Students, Parents or Guardians

Requirements: Assessed Registration Form
 Official Receipts
 Statement of Accounts

Processing Time: Ten (10) minutes

Procedure:

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
1	Gets a priority number					
2	Presents assessed Registration Form or Official Receipts	Checks the documents presented	2 mins.		Collecting Officer	Registration Form NIPSCFoS RRO005 O.R
3		Reviews the computation and the amount due Asks the client full or partial payment	5 mins.		Collecting Officer	Statement of Account NIPSCFoS R005
4	Pays the total amount due	Receives payment, issue O.R. to client	2 mins		Collecting Officer	
5		Returns forms, OR to client	1 min..		Collecting Officer	
6	Receives document with OR					

ADMINISTRATIVE SERVICES - CASHIER's OFFICE

Collection of Payment (IGP)

Schedule: Monday to Friday, 8:00am-5:00pm No noon break

Clients/Customers: Employees
General Public

Requirements: Accomplished IGP Form

Processing Time: Five (5) minutes

Procedure:

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
1	Gets a priority number					
2	Presents the IGP rental Form	Checks the documents presented	1 min.		Collecting Officer	IGP Rental Form
3	Pays the total amount due	Receives money and counter check money and issue OR	2mins.		Collecting Officer	Official Receipt
4		Record amount paid, O.R. # date to form and attach OR and return to customer	2 mins.		Collecting Officer	
5	Receives document with OR					

ADMINISTRATIVE SERVICES - CASHIER's OFFICE**Issuance of Examination Permit/Verification n of Cash Balance**

Schedule: Monday to Friday, 8:00am-5:00pm

Clients/Customers: Employees

Students,

Parents or Guardians

Requirements: Assessed Registration Form

Official Receipt/s

School ID

Student's Clearance

Approved Promissory Note

Processing Time: 9.3 mines for case to case basis

Procedure:

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
1	Presents assessed Registration Form, Official Receipts approved Promissory Note	Checks the documents presented	1 min		Cash Clerk	
2		Retrieves/verifies the student's ledger card, verifies and/or updates by posting payments	3 mins		Cash Clerk	
3		Updates, posting payments in the system	2 mins.		Cash Clerk	
4		Checks the account balances	1 min.		Collection Officer	Official Receipt
5		Receives money and counter check money and issue OR	3 mins.		Collection Officer	Student Clearance NIPSCFoS RR0008
		Signs and issues the examination permit	30 secs.			

ADMINISTRATIVE SERVICES - CASHIER's OFFICE
Issuance of Student's Clearance

Schedule: Monday to Friday, 8:00am-5:00pm

Clients/Customers: Employees
 Students,
 Parents or Authorized Persons

Requirements: Registration Form
 Assessment Form
 School ID

Processing Time: Ten (10) minutes

Procedure:

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
1	Presents the School ID or the Registration Form	Retrieves the student's ledger card, verifies and/or updates by posting	5 mins		Cash Clerk	
2		Checks the account balances	4 mins.		Cash Clerk	
3		Advices to settle accounts in case of non-full payment	30 secs.		Cash Clerk	
4		Signs and issues the student clearance in case of full-payment of accounts	30 secs.		Cash Clerk	Student Clearance NIPSCFoS RR0008

ADMINISTRATIVE SERVICES - DISBURSING OFFICE**Disbursement of Checks**

Schedule: Monday to Friday, 8:00am-12:00 nn, 1:00-5:00pm
 Clients/Customers Faculty, Staff, Casual, Consultants or Job Order Employees
 Students,
 Parents or Guardians
 Suppliers, Contractors of the College and the transacting public
 Requirements: Any valid identification card/Residence Certificate if necessary
 Special power of attorney if necessary
 Official receipt for payment of suppliers, contractors or transacting public
 Processing Time: Three (3) minutes

Procedure:

Step	Customer/ Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
1	Inquires about the claim	Checks claim if ready for disbursement	30 secs.		Disbursing Officer or assistant	Disbursement Voucher General Payroll
2		Examines the claim/ voucher/payroll for the completeness of the supporting documents and the signatures of the approving officers.	1 min.		Disbursing Officer or assistant	
3		Records in the logbook	30 secs.			
4		Gives instruction to prepare official receipt and asks for residence certificate if required	1 min.		Disbursing officer or assistant	
5	Signs to conform & receives the check	Verifies the authenticity of the signature and the submitted document	30 secs.			
6	Issues OR if required	Disburses the check				

EXTENSION SERVICES

Application to Conduct Extension Work

Schedule: Monday to Friday, 8:00am-5:00pm No noon break

Clients/Customers Faculty, Local Government Unit, Agencies, Non-Government Organizations

Requirements: Letters to request to conduct extension work and Project Proposal

Processing Time: Half hour or thirty (30) minutes

Procedure:

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
1	Writes letter of request specifying the objectives or the services needed	Receives letter request and tells the client to come back the following day	1 min	None	Vice President/ Director for Extension or his staff	Project Proposal/ Request Letter
2	Waits for the result of the request as evaluated by the review committee	Evaluates for possible implementation based on the thrusts and priorities and extension agenda of the office	5 mins		Vice President/ Director for Extension or his staff	
3	Follows up the letter of request	Advices to accomplish a Project Proposal Capsule Form	1 min.			
4	Makes and submits a project proposal	Receives the proposal and evaluates for acceptability and makes it ready for implementation and returns it to the clientele	20 mins		Vice President/ Director for Extension or his staff	Project Proposal
5	Conducts extension services					

STUDENT & AUXILLARY SERVICES

Request for Certification

Schedule: Monday to Friday, 8:00am-5:00pm

Clients/Customers: Officially enrolled students of NIPSC

Requirements: Registration Form (Student's copy)
Identification Card (ID)

Processing Time: Six (6) minutes

Procedure:

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
1	Request for the certification of enrollment	Give instruction to pay to the cashier and present the OR to the SAS staff	1 min	Php 50	Cashier	OR
2		Upon presentation of the OR the staff will issue the certification duly signed by the SAS Director	5 mins.		SAS Director	Certificate of Enrollment

STUDENT & AUXILLARY SERVICES

Signing of Clearance

Schedule: Monday to Friday, 8:00am-5:00pm

Clients/Customers: Officially enrolled students of NIPSC/Graduates of NIPSC

Requirements: Identification Card (ID)

Processing Time: One (1) minute/ sixty (60) seconds

Procedure:

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
1	Presents the clearance and the ID to the SAS Staff	Return the clearance duly signed by the SAS Director	1 min		SAS Director and SAS Staff	Clearance

STUDENT & AUXILLARY SERVICES

Renewal of Scholarship

Schedule: Monday to Friday, 8:00am-5:00pm

Clients/Customers: Officially enrolled students of NIPSC

Requirements: Registration Form (Student's copy)
Assessment Form
Rating Card

Processing Time: Nine (9) minutes

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
1	Submit the rating card	Evaluate the grades/ compute the general average	5 mins		SAS Director/ Staff	Rating Card
2	Submit the registration form	Validation for approval or disapproved of scholarship	1 min.		SAS Director/ Staff	Registration Form
3	Submit the accomplished form	Receives and checks filled up form	1 min.		SAS Director/ Staff	Application Form
4	Submit the requirements with folder	Receives the folder with requirements	1 min		SAS Director/ Staff	
5		Validate as scholars in the registration form	1 min		SAS Staff	

Procedure:

STUDENT & AUXILLARY SERVICES

Enrollment

Schedule: Enrollment Period Monday to Friday, 8:00am-5:00pm

Clients/Customers: Officially enrolled students of NIPSC/Graduates of NIPSC

Requirements: Registration Form (Student's copy)

Processing Time: 9 to 10 minutes

Procedure:

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
1	Presents registration form	Check the validity of the registration form	1 min.		SAS Director/ SAS Staff	Registration Form
2		Issue student's profile form and give instruction on how to fill up the said form	5 mins.			
3	Submit accomplished form	Receives and checks entries of filled up forms	2 mins.		SAS Director/ SAS Staff	Students Profile
4		Validate the registration form	1 min.		SAS Director	

STUDENT & AUXILLARY SERVICES - GUIDANCE OFFICE

Testing

Conduct of NIPSC-CAT (College Admission Test)

Schedule: Monday to Friday, 8:00am-5:00pm No noon break
Summer Vacation and Semestral Break

Clients/Customers Incoming College Freshmen and Transferees

Requirements: Examination Permit and Ballpen

Processing Time: One (1) hour and ten (10) minutes

Procedure:

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
1	Submits entrance test permit to the proctor	Gathers the entrance test permit	5 mins.		Guidance Counselor	Note: Permit is from the Registrar
2	Takes the test	Administers the test: NIPSC-CAT	1 hour		Guidance Counselor	
3		Announces the schedule of release of the examination results	5 mins.		Guidance Counselor	
4	Get the NCAT result as per announcement					

STUDENT & AUXILLARY SERVICES - GUIDANCE OFFICE

Testing

Releasing of Entrance Results

Schedule: Monday to Friday, 8:00am-5:00pm No noon break
Two (2) Days after the Examination Day

Clients/Customers: Incoming College Freshmen and Transferees

Requirements: ID Card

Processing Time: Fifteen (15) minutes twenty (20) minutes

Procedure:

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
1	Inquires about the examination results	Asks the date and time of examination	1 min.		Guidance Counselor	
2	Presents any ID card/ OR	Checks the files and issues examinations result slip	3 mins		Guidance Counselor	Examination Result Slip
3	Inquires for enrolment	Instructs to follow the flow of enrolment	5 mins.		Guidance Counselor	NIPSC FoSRG00 18
4	Asks about career option	Conducts career counseling	5-10 mins		Guidance Counselor	
5	Affixes name and signature in the logbook		1 min.			

STUDENT & AUXILLARY SERVICES - GUIDANCE OFFICE

Issuance of Certificate of Good Moral Character

Schedule: Monday to Friday, 8:00am-5:00pm No noon break

Clients/Customers: Students and Graduates

Requirements: School ID/Transcript of Record
Official Receipt from the Cashier

Processing Time: Ten (10) minutes

Procedure:

Step	Customer/ Client	Service Provider	Duration of the Activity	Fee	Person Respon- sible	Form/s
1	Presents requirement	Checks the authenticity of the requirements	2 mins.		Guidance Counselor	
2		Prepares the certificate	5 mins.		Guidance Counselor	Certificate of Good Moral Character
3	Signs the request logbook	Release the certificate	3 mins.		Guidance Counselor	
4	Receives the certificate					

STUDENT & AUXILLARY SERVICES - GUIDANCE OFFICE

Issuance of Readmission/Excuse Slip

Schedule: Monday to Friday, 8:00am-5:00pm No noon break

Clients/Customers: Officially Enrolled Students

Requirements: As requested by the Instructor/Professor

Processing Time: Ten (10) minutes

Procedure:

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
1	Sees guidance counselor assigned in the department	Asks client reason for seeking readmission slip	5 mins.		Guidance Counselor assigned in the dept.	
2		Directs the client where to get the blank form	1 min.		Guidance Counselor assigned in the dept.	Readmission Slip NIPSC FOSRG 0013
3	Accomplishes and submits form	Reads and conform by affixing signature	3 mins		Guidance Counselor assigned in the dept.	
4	Registers in the logbook	Releases the excuse slip	1 min.			

INSTRUCTION**Advising/Consultation**

Schedule: As per posted schedule of faculty

Clients/Customers: Students

Parents or Guardian

Requirements: School Valid ID

Processing Time: Forty (40) minutes

Procedure:

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
1	Approaches the instructor	Attends and listens to his concerns	3 mins.		Instructor/ Professor	
2	Seeks referral to higher authorities, if concerns are complicated	Gives referral	10 mins.		Instructor/ Professor	Referral Letter/Slip
3	Sets appointment	Gives schedule of meeting/ conference	2 mins.		VP/Dean/ Chairman Instructor/ Professor	Logbook/ Attendance sheet
4	Reports on scheduled date and time	Conducts dialogue	25 mins.		VP/Dean/ Chairman Instructor/ Professor	Logbook/ Attendance sheet

INSTRUCTION

Signing of Student’s Clearance

Schedule: Monday to Friday, 8:00am-12:00 nn, 1:00-5:00pm
Set schedule by the school (end of semester)

Clients/Customers: Students
Parents or Guardian

Requirements: Compliance of Subject Requirements

Processing Time: Six (6) minutes

Procedure:

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
1	Presents clearance form	Checks record of compliance of the subject	5 mins.		Instructor/ Professor Dept. Head	Clearance Form NIPSCFoS RR0008
2		Signs clearance	1 min.		Class Adviser	Clearance Form NIPSCFoS RR0008
3		Releases signed clearance			Dean/ Chairman	

STUDENT & AUXILLARY SERVICES - LIBRARY SERVICES

Access to the Internet/WIFI

Schedule: Monday to Saturday, 8:00am-5:00pm with no noon break

Clients/Customers Officially enrolled students, faculty or staff of NIPSC and researchers

Requirements: Students: School ID/LC

Faculty and staff: School ID

Processing Time: 3 minutes

Procedure:

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
1	Presents Automated LC	Checks LC if validated	1 min		Working student/ Librarian	LC NIPSCFo SRCL004
2	Registers in the logbook/ Library System	Verifies written data in the logbook Assigns an access to internet/provides password.	1 min		Working student/ Librarian	
3	Informs the SA or Librarian to end up his/her research and pays his/her accounts (if using PC at the internet room)	Informs the users about his/her charges and issues temporary receipts and let the clientele affix his/her signature in the logbook	1 min		Working student/ Librarian	Internet Logbook NIPSCFo SRCL020

STUDENT & AUXILLARY SERVICES - LIBRARY SERVICES

Borrowing of Books (Open Shelf System)

Schedule: Monday to Saturday, 8:00am-5:00pm, no noon break

Clients/Customers: Officially Enrolled Students, Faculty or Staff of NIPSC and Researchers

Requirements: Students: Validated Library Card

Faculty or Staff: School ID/Library Card

Researchers: Letter from the College librarian

Processing Time: Four (4) minutes

Procedure:

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
1	Presents automated library card	Checks and verifies the library card if validates	1 min		Librarian or library working student	
2		Instructs and assists students since the library has an open shelf system				
3	Brings the book to the counter together with automated library card	Processes books using automated library system	1 min		Librarian or library working student	
4	If he decides to take the book for home use	Informs or reminds student about the policy and charges	2 mins		Librarian or library working student	Automated Library Card
5		Releases the book				

STUDENT & AUXILLARY SERVICES - LIBRARY SERVICES

Library Card Application (New Students) - Automated Library Card

Schedule: Monday to Saturday, 8:00am-12:00 nn, 1:00-5:00pm
May to June (1st semester) and October-November (2nd semester)

Clients/Customers Officially enrolled students of NIPSC

Requirements: Registration Form with the stamp "Officially Enrolled"
Official Receipt
2 pcs. 1x1 ID picture

Processing Time: Four (4) minutes

Procedure:

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
1	Presents requirements	Checks the requirements presented and provides student information form	1 min		Librarian or Student Asst.	Registration form Official receipt
2	Accomplishes and submits the form	Verifies and receives the student information form	2 mins.		Librarian or Student Asst.	Library card Library Information Form (NIPSCFoS R007)
3	Receives the RF with stamped "LAC Applied"	Verifies student copy and indicate LC applied and the date	1 min.		Librarian or Student Asst.	Library card

STUDENT & AUXILLARY SERVICES - LIBRARY SERVICES

Re-issuance of Library Card (Automated Library Card)

Schedule: Monday to Saturday, 8:00am-12:00 nn, 1:00-5:00pm

Clients/Customers: Officially Enrolled Students of NIPSC and Faculty

Requirements: Registration Form

1 pc. 1x1 ID picture

Processing Time: Eleven (11) minutes

Procedure:

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
1	Inquires	Verifies the clientele reord and accomplish again the requirements	3 mins		Librarian or library student asst.	Student Information (NIPSCFoS R007)
2	Submits again the requirements	Checks the requirements presented	1 min		Librarian or library student asst.	
3		Issues form for 2nd LC application for the re-issuance of a new library card	1 min		Librarian or library student asst.	
4	Pays to the cashier and presents the official receipt	Checks records on the database and instructs client to pay at the cashier office	5 mins		Librarian or library student asst	OR and Library card
5		Prepares a new library card Generates using the system and laminates				
6	Checks the library card if names and other data are correctly types	Releases the automated library card (if brown out instructs students for the schedule of release	1 min		Librarian or library student asst	Library card

STUDENT & AUXILLARY SERVICES - LIBRARY SERVICES

Renewal of Library Card (Old Students)

Schedule: Monday to Saturday, 8:00am-5:00pm with no noon break

Clients/Customers Officially Enrolled Students of NIPSC

Requirements: Registration Form with the stamped "Officially Enrolled"
Official Receipt
Old Library Card

Processing Time: 6 mins.

Procedure:

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
1	Presents the automated library card	Verifies the records in the database and indicate LC validated	3 mins.		Librarian/ Student Assistant	Registration Form (NIPSCFoSR RO004)
2		Validates the record in the database	2 mins.		Librarian/ Student Assistant	Library Card
3		Verifies student copy, indicate LC renewed.	1 min.			

STUDENT & AUXILLARY SERVICES - LIBRARY SERVICES

Returning of Books

Schedule: Monday to Saturday, 8:00am-12:00 nn, 1:00-5:00pm

Clients/Customers: Officially Enrolled Students, Faculty or Staff or NIPSC and Researchers

Requirements: Borrowed Book

Processing Time: Four (4) minutes

Procedure:

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
1	Presents book at the counter in-charge together with his/her automated library card	Examines the book returned	1 min		Librarian or Library Working Student	Library Card
2		Scans the automated library card and the book borrowed	1 min		Librarian or Library Working Student	
3		Processes the books using automated library system	1 min		Librarian or Library Working Student	
4		Returns the automated library card to the client	1 min		Librarian or Library Working Student	
5	Receives the Library Card					

STUDENT & AUXILLARY SERVICES - LIBRARY SERVICES**Returning of Damaged or Lost Books**

Schedule: Monday to Saturday, 8:00am-12:00 nn, 1:00-5:00pm

Clients/Customers Officially Enrolled Students, Faculty or Staff of NIPSC and Researchers

Requirements: Borrowed Book

Processing Time: Ten (10) minutes

Procedure:

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
1	Presents damaged or lost book to the librarian counter together with his/her automated library card	Scans automated library card and checks the record in the database, examines the extent of damage (for replacement if or not)	1 min.		College Librarian	
2		Explains policy on book replacement/damage book	1 min.		College Librarian	
3		(If lost or needs replacement) verifies amount of books from the memorandum receipt/ if damage informs the users regarding the policy.	1 min.		College Librarian	
4		Receives payment or replacement	1 min.		College Librarian	Official Receipt
5	Pays his/her charges or replace the book with the same title. Latest edition is required	Receives and records the payment and checks record on the system	1 min.			
6		Releases the library card	5 mins.		College Librarian	

STUDENT & AUXILLARY SERVICES - LIBRARY SERVICES

Photocopying of Library Materials

Schedule: Monday to Saturday, 8:00am-12:00 nn, 1:00-5:00pm

Clients/Customers: Officially Enrolled Students, Faculty or Staff or NIPSC and Researchers

Requirements: Book or any reading materials and documents

Processing Time: 4 minutes

Procedure:

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
1	Presents the book and LC	Checks the book and the library card if it is Validated	1 min		Library student assistant/ Librarian	Library Card
2	Registers in the logbook	Verifies the written data in the logbook and informs about the charges	1 min		Library student assistant/ Librarian	Logbook (NIPSCF OSRCL0 21)
3	Pays for the charges	Receives payment, issues a temporary receipt	2 mins		Library student assistant/ Librarian	Official Receipts
4		Releases the photocopied materials				

Student & Auxiliary Services– Health Services - Dental Services
Dental Examination and Treatment

Schedule: Monday to Friday 8:00am - 11:00am 1:00pm - 4:00pm

Clientele: Officially Enrolled Students and NIPSC Employees

Requirements: School ID / Agency ID

Processing Time: Case to Case Basis

Procedure:

Step	Clientele	Service Provided	Duration of the Activity	Fee	Person Responsible	Forms
1	Presents valid ID to the Health Services Office	Instructs the client to fill-up the Log-book and ask if the person is a new or old patient	30 secs	NA		NIPSC FoSRH-SO12
2	Expresses current dental problem	a. For new patient, fill-up dental record form	30 secs	NA		NIPSC FoSRHSD01
		b. For old patient, looks for previous dental health record	1 min	NA		NIPSC FoSRHSD01
3	Answers questions being asked by the provider	Conducts interview, performs oral/ dental examination and keeps record of findings	5 mins	NA		NIPSC FoSRHSD01
4		Gives advice, recommendation, diagnosis, and treatment plan	2 mins	NA		
5	5a. For consultation	Prescribes medicines or gives referral	5 mins	NA		NIPSC FoSRHSD02
	5b. For dental surgery, expresses willingness for dental surgery	Does pre/post-operative dental surgery procedure and prescribes drugs	NA	NA		NIPSC FoSRHSD02
	5c. For dental restoration, expresses willingness for dental restoration	Does pre/post-operative dental restorative procedure and prescribes drugs if needed.	NA	NA		NIPSC FoSRHSD02
6	Client will affixes signature on procedure done	Presents forms which needed the client signature	30 secs	NA		NIPSC FoSRH-SO12 NIPSC FoSRHSD01
7	END TRANSACTION					

STUDENT & AUXILLARY SERVICES - HEALTH SERVICES
Annual Medical Examination (Faculty and Staff)

Schedule: Monday to Friday, 8:00am-12:00 nn, 1:00-5:00pm
 For months from January to March only

Clients/Customers NIPSC Faculty and Staff

Requirements: School ID
 Patient's Chart

Processing Time: Half hour or thirty (30) minutes

Procedure:

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
1	Secures laboratory request from the Clinic	Provides the laboratory request form	1 min.		Nurse	Laboratory Request Form NIPSCFoSRH SO7
2		Instructs client to proceed to the Medical Officer's clinic once laboratory results are available	1 min.		Nurse	
3	Submits to a physical and medical examination. Presents x-ray and urinalysis results.	Checks vital signs	7 mins.		Medical Officer	
4		Performs the physical and medical examination. Makes diagnosis, gives advise & recommendations. Prescribes medicines. Prepares, issues and signs the PE Form	20 mins.		Medical Officer	Prescription Form NIPSCFoSRH SO2
5	Receives prescription and submits signed annual PE		1 min.		Nurse	Annual PE Form NIPSCFoSRH SO9

STUDENT & AUXILLARY SERVICES - HEALTH SERVICES**Medical Consultation**

Schedule: Monday to Friday, 8:00am-12:00 nn, 1:00-5:00pm

Clients/Customers: Officially Enrolled Students, NIPSC Employees

Requirements: School ID

Processing Time: Twenty (20) minutes

Procedure:

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
1	Proceeds to the clinic and presents the school ID and fills up the logbook as instructed	Instruct client to fill up the logbook and asks if He/She is a new or old patient: instructs to fill-up the Health Record Form	1 min.	None	Medical Officer or Nurse	Logbook NIPSCFoSRHS O12 Patient's Health Record Form NIPSCFoSHSM O1
2	Presents current symptoms of illness Answers question being asked	Conducts interview, takes medical history and physical health assessment or examination. Checks vital signs. Makes diagnosis, gives treatments and referral if necessary. Gives advice and recommendation Prescribes and dispenses medicines, if available	18 mins.		Medical Officer or Nurse	Recommendation Slip NIPSCFoSRHS O6
3		Issues a referral slip if necessary and instructs patient to undergo further check up and to return the referral slip, if referred	1 min.		Medical Officer or Nurse	Prescription Form NIPSCFoSRHS O2
4	Signs in the monthly report of medicines form and receives prescription form					Monthly Report of Medicines Form NIPSCFoSRHS O5

STUDENT & AUXILLARY SERVICES - HEALTH SERVICES**Pre-Enrolment Physical Examination**

Schedule: Monday to Friday, 8:00am-12:00 nn, 1:00-5:00pm

Months of May and October only

Clients/Customers New students

Requirements: Recommendation Form for PE from the Department of his chosen course

NCAT Result

Processing Time: Fifteen (15) minutes

Procedure:

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Respon sible	Form/s
1	Proceeds to the office and presents recom-mendation form and NCAT result at the reception area	Checks the note. Instructs client to fill-up the logbook and a personal data sheet on a 1/8 sheet of paper	2 mins.	None	Student Assistant assigned	Logbook NIPSCFoSRH SO12
2	Gives the personal data sheet to the nurse	Receives and files the personal data sheet. Instructs client to fill-up the pre-enrolment Physical Exam. Form. Conducts interview. Performs rapid physical examination and records results or findings. Gives advise or referrals when necessary	12 mins.		Nurse II	Pre-Enrolment Physical examination Form NIPSCFoSRH SO9-A
3		Issues the Pre-Enrolment Physical Exam. Form and instructs client to proceed to the Registrar and to follow the flow of enrolment	1 min.		Nurse II	Pre-Enrolment Physical examination Form NIPSCFoSRH SO9-A
4	Receives the pre-enrolment physical examination form					

STUDENT & AUXILLARY SERVICES - HEALTH SERVICES

Signing of Clearance (Faculty and Staff)

Schedule: Every end of the School year (April and May)

Clients/Customers: NIPSC Faculty and Staff

Requirements: Physical Examination Form (PE Form)

Results of X-ray and urinalysis

Processing Time: One (1) minute

Procedure:

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
1	Presents the Physical Examination Form with the result of x-ray and urinalysis	Accepts and receives the Physical Examination Form with laboratory results (x-ray/urinalysis)	15 secs.	None	Nurse	Annual Physical examination Form NIPSCFo SRHSO9
2		Records and files the form	30 secs.		Nurse	
3		Signs the clearance	15 secs.		Nurse	

ADMINISTRATIVE SERVICES - MOTORPOOL

Issuance of Trip Ticket

Schedule: Monday to Friday, 8:00am-12:00 nn, 1:00-5:00pm

Clients/Customers Faculty and Staff
Students

Requirements: Approved Travel Order or Letter Request
Request for Trip Ticket Form

Processing Time: Two (2) minutes

Procedure:

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
1	Presents approved travel order or letter request	Receives and checks the documents presented	30 secs.		Motorpool Personnel	
2		Provides and instructs to accomplish the request form trip ticket form	30 secs.		Motorpool Personnel	Trip ticket request form
3	Accomplishes and submits the form	Receives and prepares the trip ticket form for approval	1 min.		Motorpool Personnel	Trip ticket form
4	Makes follow-up and waits for the approval					

STUDENT & AUXILLARY SERVICES - NATIONAL SERVICE TRAINING PROGRAM (NSTP)

Enrolment on NSTP (CWTS or NROTC)

Schedule: Enrollment Schedule, Monday to Friday, 8:00 a.m--5:00 p.m. No noon break

Clients/Customers: Officially Enrolled Students

Requirements: Registration Form
1 pc. 1x1 ID picture

Processing Time: Six (6) minutes

Procedure:

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
1	Presents registration form	Checks if CWTS or NROTC is enrolled and provides an information form to be filled-up	30 secs.		NSTP Coordinator or his staff	Registration Form NIPSCFoS RRO005
2	Fills-up the information form	Assist in the filling up of the form	4 mins.		NSTP Coordinator or his staff	Information Form
3	Submits the accomplished form and ID picture	Receives, checks entries and files the form	1 min.		NSTP Coordinator or his staff	Information Form
4	Waits for the registration form	Processes, stamps "active or inactive" on the registration form and returns it to the client	30 secs.		NSTP Coordinator or his staff	Registration Form NIPSCFoS RRO005
5	Receives back the registration form					

STUDENT & AUXILLARY SERVICES - NSTP (NATIONAL SERVICE TRAINING PROGRAM)

Signing of Student's Clearance

Schedule: Enrollment Schedule, Monday to Friday, 8:00 a.m--5:00 p.m.—no noon break

Clients/Customers Officially enrolled students

Requirements: Student clearance signed by the cashier

Processing Time: Half minute or thirty (30) secs.

Procedure:

Step	Customer/ Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
1	Presents student's clearance signed by the cashier	Checks and verifies the authenticity of the signature of the cashier	20 secs.		NSTP Coordinator or his staff	Student clearance NIPSCFoSR R0008
2	Waits the clearance to be signed	Signs clearance	10 secs.		NSTP Coordinator or his staff	Student clearance NIPSCFoSR R0008

STUDENT & AUXILLARY SERVICES - OJT (ON-THE-JOB TRAINING)
Enrolment on the On-The-Job Training (OJT)

Schedule: Enrolment Period, Monday to Friday, 8:00 a.m-5:00 p.m. No noon break

Clients/Customers: Officially enrolled students

Requirements: Registration Form (Student Copy)

Notarized Parent's Waiver

1 pc. 2x2 ID picture

Processing Time: Twenty (20) minutes

Procedure:

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
1	Presents registration form (student copy)	Checks and determines the agency he/she could be assigned	5mins.		IPTS	Registration form NIPSCfSRRO05
2		Give instructions on how to accomplish the forms in the OJT Manual. (personal data sheet, daily activity forms, and a contract of agreement between NIPSC, parents and the agency)	5 mins.		IPTS	Personal Data Sheet Daily Activity Form Contract of Agreement
3	Accomplishes and submits the forms	Receives and checks entries of fill-up forms. Issues a letter of recommendation to the agency	5 mins.		IPTS	Letter of recommendation
4	Receives the recommendation form and comes back for an orientation	Give further instructions and orientation to the trainees	5 mins.		IPTS	

STUDENT & AUXILLARY SERVICES - OJT (ON-THE-JOB TRAINING)

Issuance of Certificate of Completion

Schedule: Monday to Friday, 8:00 a.m. - 5:00 p.m.

Clients/Customers Students who have finished their OJT

Requirements: Certificate of Completion of OJT from the partner agency

Processing Time: Five (5) minutes

Procedure:

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
1	Presents the requirements	Receives certification from the partner agency that required number of hours have been completed	1 min		IPTS	Certification stating that OJT had been accomplished
2	Asks for an OJT Certification	Give instructions to pay to the cashier and present the official receipt	4 mins	P50	Cashier	

ADMINISTRATION - REGISTRAR OFFICE

Admission

Schedule: Enrolment Schedule, Monday to Friday, 8:00 a.m-12:00nn, 1:00-5:00 p.m.
Clients/Customers: High school, Graduates and Transferees
Requirements: Accomplished Application Form for College Entrance Examination
Processing Time: Two (2) hours and Ten (10) minutes

Procedure:

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
1	Accomplishes application form	Gives application form for college entrance exam	1 min.		Registrar or Staff	Application Form for College Entrance Exam (NIPSCFoSR RRO16)
2	Pays the Cashier the examination fee	Issues official receipt	8 mins.		Cashier or Cash Clerk	Official Receipt
3	Returns the accomplished application form together with the official receipt	Receives, processes the accomplished form and writes the schedule of the exam	1 min.		Registrar or Staff	
4	Takes the written exam on scheduled date (NCAT and English Placement Test)		2 hrs.		Guidance Counselor	

ADMINISTRATION - REGISTRAR OFFICE**Enrolment (New Students)**

Schedule: Enrolment Schedule, Monday to Friday, 8:00 a.m-12:00nn, 1:00-5:00 p.m.

Clients/Customers: High School students or graduates, Transferees, Parents or Guardian

Requirements: High school report card (Form 138)

Entrance Test Result

Certificate of Good Moral Character

Live birth (NSO authenticated and photocopy)

Two pcs. recent 2x2 ID picture

Processing Time: One (1) hour and thirty two (32) minutes (Good for 200 Student/day)

Procedure:

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
1	Gets the result of the college entrance test	Releases result	3 mins.		Guidance Counselor	
2	Submits result to the respective Department Chairman .	Issues Registration Form	1 min.		Department Chairman or his Staff	Registration Form (NIPSCFoS RR005)
3	Fill-up the required form with subjects to be taken. Submits for appraisal/checking of subjects other requirements in a folder	Accepts the accomplished form to be appraised	5 mins.		Department Chairman or his staff	Registration Form (NIPSCFoS RR005)
4	Proceeds to College Clinic for Dental and Physical Exam	Releases medical form	15 mins.		Dentist, Nurse	
5	Proceeds to the NSTP Office for enrolment	For active or non -active enrolment	6 mins.		NSTP Coordinator	
6	Proceeds to the SAS for scholarships	Verifications of scholars and non -scholars	10 mins.		Director, SAS	

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
7	Gets PRIORITY NUMBER. Submits the requirements for admission	Accepts, checks and assesses the registration form and other requirements for admission.	10 mins		Registrar or his Staff	Registration Form, NIPSCFoSRR 0005 Student Info Sheet (NIPSCFoSR RO01)
8	Proceeds to the Accounting Office for assessment of fees	Makes an assessment of fees and issues a statement of account	4 mins. & 30 secs.		Accounting Staff	
9	Pays to the Cashier the school fees based on the statement of account	Receives payment and issues an official receipt	8 mins.		Cashier or Cash Clerk	Official Receipt
10	Proceeds to the Registrar's Office and present Registration Form, the Official Receipt and temporary receipts.	Accepts the registration form, and Stamped Officially enrolled and issues ID application form	10 mins.		Registrar or his Staff	Registration Form, Official Receipt Class Cards
11	Proceeds to College Library	Application of library card.	10 mins.		Librarian or his staff	Application Form
12	Gives a copy of the registration form to the Department Chairman, Cashier and Student	Receives copy of the registration form	10 mins.		Department Chairman Accounting Staff	Registration Form (NIPSCFoSR RO005)

ADMINISTRATION - REGISTRAR OFFICE

Enrolment (Transferees)

Schedule: Enrolment Schedule, Monday to Friday, :800 a.m-12:00nn, 1:00-5:00 p.m.

Clients/Customers: Students from Other Colleges seeking enrolment

Requirements: Certificate of Transfer (Honorable Dismissal)

Certificate of Good Moral

Transcript of Records for evaluation purposes

Live birth (NSO authenticated and photo copy)

One (1) pc. Recent 2x2 ID picture

Processing Time: Three (3) hours and forty two (42) minutes

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
1	Seeks application for entrance test	Issues application form for entrance test	5 mins.		Registrar or his staff	Entrance Test Form (NIPSCFoS RRO17)
2	Takes the written entrance test	Administers the written entrance test	2 hours.		Guidance Counselor	
3	Secures result of the entrance test	Releases the result of the entrance test	2 mins.		Guidance Counselor	
4	Submits results to the respective Department Chairman	Accepts and checks the registration form and other requirements for admission	1 min.		Department Chairman or his Staff	Pre-enrolment Form
5	Fills up the required form with subjects to be taken. Submits for appraisal/checking of subjects and other requirements in a folder	Accepts the accomplished forms to be appraised	5 mins.		Department Chairman or his Staff	Registration Form (NIPSCFoS RRO005)

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
6	Proceeds to the College Clinic for Dental and Physical Exam.	Releases medical form	15 mins.		Dentist or Nurse	
7	Proceeds to the NSTP Office for enrolment	For active and non-active enrolment	6 mins.		NSTP Coordinator	
8	Proceeds to the SAS for scholarships	Verification of scholars and non-scholars	10 mins.		Director, SAS	
9	Gets PRIORITY NUMBER. Submits the requirements for admission	Accepts, checks and assesses the registration form and other requirements for admission	10 mins.		Registrar or his Staff	Registration Form (NIPSCFoSR RO005)
10	Proceeds to the Accounting Office for assessment of fees	Makes an assessment of fees and issue a statement of accounts	10 mins.		Accounting Staff	Student Info Sheet (NIPSCFoSR RO01)
11	Pays to the Cashier the school fees based on statement of account	Receives payment and issues an official receipt	8 mins.		Cashier or Cash Clerk	Official Receipt
12	Proceeds to the Registrar's Office and present Registration Form, the Official Receipt and temporary receipts	Accepts the registration form, and Stamped Officially enrolled and issues ID application form	10 mins.		Registrar or his Staff	Registration Form Official Receipt
13	Proceeds to College Library	Applies for a library card	10 mins.		Librarian or his staff	Application Form
14	Gives a copy of the registration form to the Department Chairman, Cashier and Student	Receive copy of the registration form	10 mins.		Department Chairman and Accounting Staff	Registration Form (NIPSCFoSR RO005)

ADMINISTRATION - REGISTRAR
Enrolment (High School Students)

Schedule: Enrolment Schedule, Monday to Friday, 8:00 a.m-12:00nn, 1:00-5:00 p.m.

Clients/Customers: Students

Requirements: For incoming First Year: Card, Good Moral
 NSO Live Birth
 1 pc. 2x2 picture
 For old students: Card

Processing Time: Fifty nine (59) minutes

Procedure:

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
1	<i>For Incoming First Year</i> Gets enrolment form	Assesses the required credentials	10 mins.		Principal's Office	OK enrolment slip
	<i>For Old Students</i> Presents clearance	Accepts clearance	5 mins.		Principal's Office	OK enrolment slip
2	Proceeds to College Clinic for Dental and Physical Exam	Releases medical form	15 mins.		Dentist or Nurse	
3	Submits registration form to the Registrar	Assessments of subjects	10 mins.		Registrar or his Staff	High School Registration Form
4	Proceeds to the SAS for scholarships	Verifications of scholars and non-scholars	10 mins.		SAS Director or his staff	
5	Pays the Cashier the school fees based on statement of account	Receives payment and issues an official receipt	8 mins.		Cashier or Cash Clerk	Official Receipt
6	Submits Registrar's Copy and gives a copy of the registration form to the Principal	Receives copy	1 min.		Registrar or his Staff Principal	High School Registration Form

ADMINISTRATION - REGISTRAR OFFICE**Enrolment (Continuing/Old Students)**

Schedule: Monday to Friday, 8:00AM to 12:00PM; 1:00 PM to 5:00PM

Clients/Customers: Students previously enrolled in the College

Requirements: Appraisal of Subjects Taken/Rating Card
Student Clearance

Processing Time: One (1) hour and twenty six (26) minutes

Procedure:

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
1	Presents clearance and rating card/appraisal of subjects	Accepts clearance and rating card/appraisal	5 mins.		Registrar or his staff	OK Enrolment Slip
2	Sees the respective Department Chairman and present OK enrolment slip	Accepts the slip and issues registration form	2 mins.		Department Chairman or his staff	Registration Form (NIPSCFoSR RO05)
3	Proceed to the NSTP Office for enrolment	For active and non-active enrolment	5 mins.		NSTP Coordinator/ Staff	
4	Proceed to the SAS for scholarships	Verifications of scholars and non-scholars	10 mins.		SAS Director/Staff	

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
5	Pays to the Cashier the School fees based of statement of account	Receives payment and issues an official receipt	8 mins.		Cashier or Cash Clerk	Official Receipt
6	Proceeds to the Registrar's Office and present Registration Form, Official Receipt and temporary receipts	Accepts the registration form, and Stamped Officially enrolled and issues ID application form	10 mins.		Registrar or his staff	Registration Form (NIPSCFoSR RO005)
7	Proceeds to College Library	Application of library card	10 mins.		Librarian or his staff	Application Form
8	Gives a copy of the registration form to the Department Chairman	Receives copy of the registration form	10 mins.		Department Chairman and Accounting Staff	Registration Form (NIPSCFoSR RO005)

ADMINISTRATION - REGISTRAR 's OFFICE

Other Services

Schedule: Monday to Friday, 8:00 a.m. 12:00 nn, 1:00 - 5:00 p.m.

Clients/Customers: Students, Parents, & other Gov't Agencies

Requirements: Official Receipt (for completion form)

Request for Records Form

Processing Time: Depending on the nature of request

Procedure:

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
	<u>For completion Form</u>					
1	Proceeds to the Cashier to make payment	Processes payment and issues an official receipt	5 mins.		Cashier or cash clerk	Official receipt
2	Proceeds to Registrar's Office	Provides completion form	1 min.		Registrar's staff	Completion form (NIPSCFo SRRO010)
	<u>For Compliance of Transfer Credentials And Form 137</u>					
1	Presents request form from other schools	Retrieves and assesses old files of students	3 mins.		Registrar's staff	
2	Returns on scheduled date and presents official receipt and gets requested documents	For hand carry For mailing	1 day 1-2 weeks			
	<u>For credential verification from other agencies</u>					
1	<i>In writing</i> Receives the letter	Assessment of student records (graduates) Sends compliance through snail mail	2 days		Registrar Messenger	
2	<i>In telephone calls</i> Answers the phone		3 mins.		Registrar	
	<u>For signing of clearance</u>					
1	Presents ID and clearance	Assessment of student records (graduates)	30 secs.		Registrar & her staff	Student clearance
2		For signature				

ADMINISTRATION - REGISTRAR's OFFICE

Issuance of Student's Record

Schedule: Monday to Friday, 8:00 a.m. 12:00 nn, 1:00 - 5:00 p.m.

Clients/Customers: Graduates, Transferees, Parents or Guardian

Requirements: Student Clearance, Students ID, OJT Certification

Request for Records Form

Processing Time: Depending on the nature of the request

Procedure:

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
1	Gets and fills up request form and student clearance	Receives/reviews accomplished form and student's clearance. Issues charge slip and advises client to pay to the cashier	10 mins.		Registrar or his staff	Request Form (NIPSCFoS RRO007)
2	Proceeds to the cashier to make payment	Processes payment and issues an official receipt	8 mins.		Cashier or cash clerk	Official Receipt
3	Presents the official receipt and other documents	Checks data in individual folder	7 mins.		Registrar or his staff	
4	Presents the official receipt and other documents	Prepares request for: Transcript of Records and Diploma (non-enrolment period)	5 days		Registrar or his staff	Registration Form
		Transcript of Records and Diploma (enrolment period)	10 days			
		Cert. of Transfer (honorable dismissal)	2days			
		Certification of grades of scholars (if complete grade)	15 mins.			
		Certification as bonafide students	30 mins			
		Form 137-A (for employment purposes) if with complete requirements)	2 days			
5	Returns on scheduled date and presents official receipt and get requested documents	Releases requested documents	20 mins		Registrar or his staff	

RESOURCE GENERATION**Application for the rental of facilities**

Schedule: Monday to Friday, 8:00 a.m-5:00 p.m. No noon break

Clients/Customers: Transacting public

Requirements: Any identification card

Processing Time: Eight (8) minutes

Procedure:

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
1	Inquiry on facilities	Entertains the applicant	10 mins.		VP for Resource Generation or his staff	Form NIPSCoR G01
2	Fills-up application form from the Office of the VP for Resource Generation	Assists the application	2 mins.		VP for Resource Generation or his staff	
3	Submits contract for signature of the VP for Resource Generation	Sign the contract	2 mins.		VP for Resource Generation or his staff	
4	Proceeds to the Cashier for Payment of corresponding fees	Assists the client	1 min.		Cashier	
5	Submits the contract and the official receipt to the Office of the VP for Resource Generation	Receives the contract	1 min.		VP for Resource Generation or his staff	
6		Issues a gate pass or clearance to be presented to the guard on duty at the gate	1 min.		VP for Resource Generation or his staff	

ADMINISTRATIVE SERVICES - SECURITY OFFICE

Conduct of College Vehicles (Incoming)

Schedule: Monday to Friday, 8:00 a.m-5:00 p.m. No noon break

Clients/Customers Students, Faculty and Staff using the College Vehicle

Requirements: Approved trip ticket or pass slip

Processing Time: Twelve (12) minutes

Procedure:

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
1	Approached the entrance gate	Stops the vehicle for inspection and greet good morning/good afternoon	1 min		Security Guard on duty	Daily Record Logbook
2	Asks the driver what are the cargoes	Records the time of arrival	1 min		Security Guard on duty	Trip tickets and pass slip
3	Checks the items and count how many etc	Inspects the visible cargoes	5 mins		Security Guard on duty	
4	Records the item (State the condition)	Directs the vehicle to proceed to the garage	5 mins		Security Guard on duty	
5	Proceeds to the garage Request the driver to lock the vehicle with cargoes					

ADMINISTRATIVE SERVICES - SECURITY OFFICE
Conduct of College Vehicles (Outgoing)

Schedule: Monday to Friday, 8:00 a.m-5:00 p.m. with no noon break
 Clients/Customers: Students, Faculty and Staff using the College Vehicle
 Requirements: Approved Trip Ticket or Pass Slip
 Processing Time: Five (5) minutes

Procedure:

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
1	Approaches the exit gate	Stops the vehicle for inspection and greet good morning/good afternoon	1 min		Security guard on duty	Trip ticket
2		Asks for the trip ticket or pass slip	2 mins		Security guard on duty	Pass slip
3	Presents to the Guard on Duty the trip ticket or pass slip	Checks entries in the trip ticket or pass slip	1 min		Security guard on duty	Trip ticket
4		Releases the College Vehicle	1 min		Security guard on duty	Pass slip
5	Leaves the school campus					

ADMINISTRATIVE SERVICES - SECURITY OFFICE**Conduct of Private Vehicles (Incoming)**

Schedule: Monday to Friday, 8:00 a.m. - 5:00 p.m. with no noon break

Clients/Customers Transacting Public

Requirements: Any identification card

Processing Time: Ten (10) minutes

Procedure:

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
1	Enters the entrance gate	Stops the vehicle for inspection and greet good morning/good afternoon Inquires about visitor's transaction Asks for any identification Instructs visitor to log in the logbook	4 mins		Security Guard on duty	
2	Writes in the visitor's logbook his name, address, purpose and signature	Checks and verifies the entry in the visitor's logbook and records the plate number of the vehicle	2 mins		Security guard on duty	Visitor's Logbook
3	Secures a visitor's ID	Issues a visitor's ID and instructs to return it when transaction is done; visitor's own ID is returned	2 mins.		Security guard on duty	Visitor's Logbook
4	Wears the ID while inside the campus	Assists/ instructs the client where to pass	2 mins		Security guard on duty	Visitor's ID
5	Proceeds to the parking area					

ADMINISTRATIVE SERVICES - SECURITY OFFICE
Conduct of Private Vehicles (Outgoing)

Schedule: Monday to Friday, 8:00 a.m-5:00 p.m. with no noon break

Clients/Customers: Transacting Public

Requirements: Visitor's ID issued by the Security Guard on Duty

Processing Time: Six (6) minutes

Procedure:

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
1	Approaches the exit gate	Stops the vehicle for inspection	1 min.		Security guard on duty	Gate Pass
2		Inspects the vehicle and asks for gate pass for their loads, if any	2 mins		Security guard on duty	
3	Returns the visitors ID	Checks entries in the pass slip and returns visitor's own ID	2 mins		Security guard on duty	
4	Exits the campus	Records the time of departure	1 min		Security guard on duty	

ADMINISTRATIVE SERVICES - SECURITY OFFICE

Conduct of Visitors

Schedule: Monday to Friday, 8:00 a.m. - 5:00 p.m. No noon break

Clients/Customers Transacting Public

Requirements: Any identification card

Processing Time: Six (6) minutes

Procedure:

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
1	Enters the entrance gate	Stops the vehicle for inspection and greet good morning or good afternoon. Inquires about the reason for the visit Asks for an ID or any identification paper Instructs to register in the visitor's logbook	3 mins		Security Guard on duty	Visitor's Logbook
2	Writes in the visitor's logbook his name, address, purpose and signature	Checks and verifies the entry in the visitor's logbook and issues a visitor's ID	2 mins.		Security Guard on duty	Visitor's Logbook Visitor's ID
3		Assists the client where to go	1 min		Security Guard on duty	
4	Wears the visitor's ID					

ADMINISTRATIVE SERVICES - SECURITY OFFICE

Inspection of School ID and Uniform

Schedule: Monday to Friday, 8:00 a.m-5:00 p.m. with no noon break

Clients/Customers: Officially enrolled students of NIPSC

Requirements: Validated School ID
Wearing of complete school uniform

Processing Time: Four (4) minutes

Procedure:

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
1	Enters the gate wearing ID and complete uniform	Stops the client for the inspection	1 min		Security guard on duty	School ID
2	Submits for inspection	Allows the client to proceed to their respective offices or classrooms if in complete uniform and with ID	2 mins		Security guard on duty	School ID
3		Tells client not to enter if not in complete uniform or without an ID	1 min		Security guard on duty	

ADMINISTRATIVE SERVICES - SUPPLY OFFICE

Requisition and Issuance of Supplies, Materials and Equipment

Schedule: **Monday to Friday (8:00 A.M. – 5:00P.M.) No noon break**
 Client/Customer: **Faculty and Staff, Students and Adopted Schools**
 Requirements: **Request for Purchase, Issuance Slip/ Acknowledgement Receipt**
 Processing: **Requisition (20 minutes) & Issuance (20 minutes)**

Procedure:

Step	Customer/Client	Service Provider	Duration of the Activity	Fee	Person Responsible	Form/s
1	Secures, Fills-out and Signs Purchase Request to request for supplies or equipment (complete all signatories)	Assists client in accomplishing Purchase Request Receives the accompanied Purchase Request	20 mins.		Supply officer or supply clerk	Purchase Request (NIPSCFoSR SO001)
2		Procure s supplies, materials and equipment			Supply officer or supply clerk	Set of documents for procurement
3		Inspects and accepts supplies, materials and equipment			Inspection Committee and Supply Officer	Inspection and Acceptance Report (NIPSCFoSR SO006)
(ISSUANCE)						
4	Signs Requisition issue Slip to accept supplies or Property Acknowledgement Receipt to accept equipment	Fills out and Signs Requisition Issue Slip to issue supplies or Property Acknowledgement Receipt to Issue Equipment	20 mins.		Supply Officer or Supply Office Clerk	Requisition Issue Slip (NIPSCFoSR SO007) Or Property Acknowledgement Receipt (NIPSCFoSR SO008)

NORTHERN ILOILO POLYTECHNIC STATE COLLEGE

FEEDBACK FORM

What kind of comment would you like to address? (Select one)

- Complaint
- Commendation
- Comment
- Suggestion

What NIPSC Frontline Services do you want to comment on? (select one)

- | | | |
|--------------------------------------|---|---|
| <input type="radio"/> Accounting | <input type="radio"/> Dental | <input type="radio"/> Instruction |
| <input type="radio"/> Administrative | <input type="radio"/> Extension | <input type="radio"/> Library |
| <input type="radio"/> Cashier | <input type="radio"/> Guidance | <input type="radio"/> Medical |
| <input type="radio"/> Motorpool | <input type="radio"/> Registrar | <input type="radio"/> Resource Generation |
| <input type="radio"/> NSTP | <input type="radio"/> Security | <input type="radio"/> Supply |
| <input type="radio"/> OJT | <input type="radio"/> Others (pls. specify) _____ | |

Name: _____ Date: _____

Address: _____

Suggestions/Comments for Improvement:

Thank you and we appreciate your comments and suggestions so we can serve you better.

NORTHERN ILOILO POLYTECHNIC STATE COLLEGE

FEEDBACK FORM

What kind of comment would you like to address? (Select one)

- Complaint
- Commendation
- Comment
- Suggestion

What NIPSC Frontline Services do you want to comment on? (select one)

- | | | |
|--------------------------------------|---|---|
| <input type="radio"/> Accounting | <input type="radio"/> Dental | <input type="radio"/> Instruction |
| <input type="radio"/> Administrative | <input type="radio"/> Extension | <input type="radio"/> Library |
| <input type="radio"/> Cashier | <input type="radio"/> Guidance | <input type="radio"/> Medical |
| <input type="radio"/> Motorpool | <input type="radio"/> Registrar | <input type="radio"/> Resource Generation |
| <input type="radio"/> NSTP | <input type="radio"/> Security | <input type="radio"/> Supply |
| <input type="radio"/> OJT | <input type="radio"/> Others (pls. specify) _____ | |

Name: _____ Date: _____

Address: _____

Suggestions/Comments for Improvement:

Thank you and we appreciate your comments and suggestions so we can serve you better.

NORTHERN ILOILO POLYTECHNIC STATE COLLEGE

FEEDBACK FORM

What kind of comment would you like to address? (Select one)

- Complaint
- Commendation
- Comment
- Suggestion

What NIPSC Frontline Services do you want to comment on? (select one)

- | | | |
|--------------------------------------|---|---|
| <input type="radio"/> Accounting | <input type="radio"/> Dental | <input type="radio"/> Instruction |
| <input type="radio"/> Administrative | <input type="radio"/> Extension | <input type="radio"/> Library |
| <input type="radio"/> Cashier | <input type="radio"/> Guidance | <input type="radio"/> Medical |
| <input type="radio"/> Motorpool | <input type="radio"/> Registrar | <input type="radio"/> Resource Generation |
| <input type="radio"/> NSTP | <input type="radio"/> Security | <input type="radio"/> Supply |
| <input type="radio"/> OJT | <input type="radio"/> Others (pls. specify) _____ | |

Name: _____ Date: _____

Address: _____

Suggestions/Comments for Improvement:

Thank you and we appreciate your comments and suggestions so we can serve you better.

NORTHERN ILOILO POLYTECHNIC STATE COLLEGE

FEEDBACK FORM

What kind of comment would you like to address? (Select one)

- Complaint
- Commendation
- Comment
- Suggestion

What NIPSC Frontline Services do you want to comment on? (select one)

- | | | |
|--------------------------------------|---|---|
| <input type="radio"/> Accounting | <input type="radio"/> Dental | <input type="radio"/> Instruction |
| <input type="radio"/> Administrative | <input type="radio"/> Extension | <input type="radio"/> Library |
| <input type="radio"/> Cashier | <input type="radio"/> Guidance | <input type="radio"/> Medical |
| <input type="radio"/> Motorpool | <input type="radio"/> Registrar | <input type="radio"/> Resource Generation |
| <input type="radio"/> NSTP | <input type="radio"/> Security | <input type="radio"/> Supply |
| <input type="radio"/> OJT | <input type="radio"/> Others (pls. specify) _____ | |

Name: _____ Date: _____

Address: _____

Suggestions/Comments for Improvement:

Thank you and we appreciate your comments and suggestions so we can serve you better.

NORTHERN ILOILO POLYTECHNIC STATE COLLEGE

FEEDBACK FORM

What kind of comment would you like to address? (Select one)

- Complaint
- Commendation
- Comment
- Suggestion

What NIPSC Frontline Services do you want to comment on? (select one)

- | | | |
|--------------------------------------|---|---|
| <input type="radio"/> Accounting | <input type="radio"/> Dental | <input type="radio"/> Instruction |
| <input type="radio"/> Administrative | <input type="radio"/> Extension | <input type="radio"/> Library |
| <input type="radio"/> Cashier | <input type="radio"/> Guidance | <input type="radio"/> Medical |
| <input type="radio"/> Motorpool | <input type="radio"/> Registrar | <input type="radio"/> Resource Generation |
| <input type="radio"/> NSTP | <input type="radio"/> Security | <input type="radio"/> Supply |
| <input type="radio"/> OJT | <input type="radio"/> Others (pls. specify) _____ | |

Name: _____ Date: _____

Address: _____

Suggestions/Comments for Improvement:

Thank you and we appreciate your comments and suggestions so we can serve you better.