



BOHOL ISLAND STATE UNIVERSITY

BALILIHAN CAMPUS

“Mamamayan Muna in Action”

CITIZEN'S CHARTER
2020 (1st EDITION)

I. Mandate

RA No. 9722, dated October 14, 2009 – “An Act Converting the Central Visayas State College of Agriculture, Forestry and Technology, its units and Satellite Campuses in the City of Tagbilaran and in the Municipalities of Bilar, Candijay, Clarin, Calape and Balilihan located in the Province of Bohol to be known as the Bohol Island State University (BISU) and Appropriating Funds Therefor”.

The Bohol Island State University is mandated to provide advanced education, professional and technological instruction in the fields of allied medicine, education, engineering, agriculture, fisheries, environment, arts and sciences, accountancy, cooperative, business and entrepreneurship, technology and other relevant fields of study. It shall also undertake research and extension services, and provide progressive leadership in its areas of specialization.

The Bohol Island State University shall offer undergraduate and graduate courses in the fields of allied medicine, education, engineering, agriculture, fisheries, environment, arts and sciences, accountancy, cooperative, business and entrepreneurship, technology, and other degrees/courses within its areas of specialization and according to its capabilities, as the Board of Regents may deem necessary to carry out its objectives, in order to meet the needs of the Province of Bohol and Region VII.

II. Vision

A premier S & T university for the formation of a world-class and virtuous human resource for sustainable development in Bohol and the country.

III. Mission

BISU is committed to provide quality higher education in the arts and sciences as well as in the professional and technological fields; undertake research and development, and extension services for the sustainable development of Bohol and the Country.

IV. Service Pledge

We, the officials and employees of the Bohol Island State University, commit to a **Responsive, Accessible, Courteous, and Effective** public service by,

1. **COMMIT** ourselves to carry out our positions to the maximum of our capabilities and potentials in giving your noble concerns and interest a great success and fulfillment;
2. Value our being **VISIONARY** in fulfilling our mission and in achieving our goals with due recognition on the comments, suggestions, and needs of our clients and stakeholders;
3. **SERVE** you promptly, efficiently, and with utmost courtesy by authorized staff with proper identification from Mondays to Fridays, 7:30 AM to 5:30 PM, except noon breaks, and Saturdays at 8:30 AM to 11:30 AM.
4. **COMPETENTLY** comply service

Serving you promptly, efficiently, and with utmost courtesy by authorized personnel with proper identification from Mondays to Fridays, 8:00 a.m. to 5:00 p.m., without noon break;

Ensuring strict compliance with service standards, with written explanation for any delays in frontline services.

Responding to your compliant about our services the soonest or within the day through our Public Assistance and Complaints Desk (PACD), and taking corrective measures.

Valuing every citizen's comments, suggestions, and needs, including those with special needs such as the differently-abled, pregnant women, and senior citizens; and

Empowering the public through 24/7 access to information on our policies, programs, activities, and services through our website <http://www.balilihan.bisu.edu.ph>.

All these we pledge, because you deserve no less.

V. Quality Policy

BISU endeavors to develop an efficient support system that will provide quality services particularly in Admission and Registration to ensure customer satisfaction by complying with statutory and regulatory requirements for continual improvement through its quality management system.



VI. LIST OF SERVICES

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Office of the Student Services

1. Entrance Examination for Incoming 1st Year Students

This refers to the service of processing admission test requirements and plotting of examination schedules for Senior High School and ALS graduates who have the intention to enroll in any programs of the university.

Schedule of Availability of Service:

- Admission Period
- Monday to Friday
- 8:00 a.m. to 5:00 p.m. (No Noon Break)

Office or Division:	Office of the Student Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	High School Graduates; and ALS Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Report Card (Form 137-E) 2. Certificate of Good Moral Character (Photocopy only) 3. Transfer Credentials (Photocopy only) 4. Long Size (Brown Envelope) 18" x 10" 5. 2 Copies 2" x 2" recent colored I.D. Picture				
CLIENT STEPS		FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Direct student to proceed to Student Affairs Office (SAO), Present SHS Report Card and Certificate of Good Moral Character		Check the Report Card and issue Application Form if qualified to the course applied.	3 minutes	Dean, SAO Staff
2. Fill up and submit accomplished form		Check if the application form is properly accomplished. Advice the applicant to pay to cashier the	3 minutes	Dean, SAO Staff
3. Pay to the Cashier		Testing Fee Php125.00 TCC; Php90.00 other campuses	5 minutes	Cashier

4. Go back to the SAO and present the OR with the processed application form.	Instruct the applicant to go to the Guidance Office and take the entrance examination.		5 minutes	Dean, SAO Staff
5. Go to the Guidance Office and take the entrance examination.	Record OR number, distribute examination test booklets and answer sheets, administer tests and announce the releasing of test results schedule.			
6. Go back to the SAO	Inform the student applicant of the interview schedule		1 minute	Dean, SAO Staff
TOTAL:			17 minutes	

2. Interview of Qualified Applicants

Schedule of Availability of Service:

- Admission Period
- Monday to Friday
- 8:00 a.m. to 5:00 p.m. (No Noon Break)

Office or Division:	Office of the Student Services			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	High School Graduates; and ALS Graduates			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Entrance Test Result and documents submitted during registration				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get Entrance Test Result at the Guidance Office	Check the Report Card and issue Application Form if	None	3 minutes	Dean, SAO Staff

	qualified to the course applied.			
2. Get student applicant's evaluation form from SAO	Give copy of the evaluative to the applicant and make clarifications if necessary.	None	3 minutes	Dean, SAO Staff
3. Fill up and submit accomplished evaluation form	Check if the evaluation form is properly accomplished. Instruct the applicant to go to the interview committee.	None	5 minutes	Dean, SAO Staff
4. Be interviewed	Interview the applicant.	None	20 minutes	Department Interview Committee
5. Go back to the SAO and submit it the evaluation form with rating and signature of the interview personnel	Accept the evaluation form from the applicant; Inform the applicant of the scheduled posting of results; Compute results (letter/gsa/interview)	None	3 minutes	Dean, SAO Staff
TOTAL:			34 minutes	

Office of the Registrar

1. Enrollment for Incoming First Year, Transferees and Old/Returning Students

This refers to the registration and acceptance of the student to a program of choice. Evaluation for enrolment involves determination of enrollee's eligibility to proceed with the course and subjects to be enrolled, based on the program curriculum and on the admission and retention requirements of the program.

Schedule of Availability of Service:

- Enrolment Period
- 7:30 a.m. to 4:30 p.m. (No Noon Break)

Office or Division:	Office of the Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All Freshmen; Transferees; and Old/Returning Students
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. For First Year College Students: <ul style="list-style-type: none">▪ Form 138-A▪ Certificate of Good Moral Character▪ Photo Copy of Birth Certificate▪ 2 Copies 2"x2" ID. Colored picture▪ 1 copy 1"x1" ID Colored picture▪ Medical Certificate▪ Chest X-Ray Result (<i>if necessary</i>)▪ Stool Exam Result (for Food Tech/HM students only)▪ CBC Result (Optional)▪ ISHIHARA Test Result (<i>if necessary</i>)▪ Audiometry Test Result (<i>if necessary</i>)▪ HEP B Test Result (<i>if necessary</i>)▪ NCAE – National Career Assessment Examination 2. For Transferees: <ul style="list-style-type: none">▪ Certificate of Transfer Credentials▪ Transcript of Records (<i>informative Copy</i>)▪ Item Nos. 2-13 of A 3. For Old / Returning Students <ul style="list-style-type: none">▪ Accomplished students' clearance▪ Rating Slip	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit evaluation form issued by students Affairs Office (SAO)	Receive evaluation form and issue registration form		5 minutes	Registrar's Staff
2. Fill up registration form				
3. Go through the enrolment process				
4. a. Go to the EDP	Entry students' data to permanent record			EDP in-charge
b. Proceed to the school clinic	Conduct Physical examination, collect PTGEA & Medicare Fee(BISU Only)			Medical officer III and Public Health Nurse 1
c. Proceed to the Guidance Office	Give copies of students w/ special needs form and let student fill up the form		20-30 minutes	Guidance Councilor
d. Proceed to the Dean's Office	Dean assessed approved and signed the enrolment form			Department Dean
5. Submit Accomplished form	Evaluate/Validate Accomplished form		5 minutes	Registrar's Staff
6.	Issue students copy of the enrolment form		2 minutes	
7.	Assess the number of pages to be paid to the Cashier		1 minute	
TOTAL:			33-43 minutes	

2. Processing of TOR / Diploma / Certifications / Form 137 – A

Schedule of Availability of Service:

- Monday to Friday
- 7:30 a.m. to 4:30 p.m. (No Noon Break)

Office or Division:	Office of the Registrar			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All Students; and Graduates of BISU (CVSCAFT)			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Students Clearance 2. Documentary Stamp (1 stamp per document) 3. Authorization Letter (if by proxy) 4. Colored 2"x2" I.D. Picture (1 copy)				
CLIENT STEPS		AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME
1. Get priority number		Give priority number		1 minute
2. Submit the priority number get the request form		Issue request form	Fees	1 minute
3. a. Fill up request form and submit together with student's clearance		Receive accomplished form together with the student's clearance		1 minute
4. a. For the regular programs, the counter clerk will turn over the request form to the receiver for retrieval of records				
b. For special programs, the counter clerk gives the accomplished form to the in-charge for him/her to get the permanent record		Retrieve the records		10 minutes

from the Department / College Dean then proceed to 6, 7, & 8.				
5.	Assess the number of pages to be paid to the cashier		1 minute	Registrar's Staff
6. Pay the corresponding fees to the cashier		OR for official use P55/page TOR for evaluation purposes Pphp30/ page Certification P35 Diploma Php165		Cashier's payment varies and in accordance with BOT Approved resolution No.114 series 2007.
7. Submit O.R.	Issue claim slip of requested record		2 minutes	Registrar's Staff
8.	Release the requested documents		10 minutes	Registrar's Staff
9. Present the claim slip on the scheduled date	Retrieve the records		1 minute	Registrar's Staff
TOTAL:			27 minutes	

Office of the Cashier

1. Acceptance of Payment

Schedule of Availability of Service:

- Monday to Friday
- 7:30 a.m. to 4:30 p.m. (No Noon Break)

Office or Division:	Office of the Cashier			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	All students, graduates, parents, and other stakeholders			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Students Clearance 2. Documentary Stamp (1 stamp per document) 3. Authorization Letter (if by proxy) 4. Colored 2"x2" I.D. Picture (1 copy)				
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Get priority number	Give priority number		1 minute	Registrar's Staff
2. Submit the priority number get the request form	Issue request form	Fees	1 minute	Registrar's Staff
3. a. Fill up request form and submit together with student's clearance	Receive accomplished form together with the student's clearance		1 minute	Registrar's Staff
4. a. For the regular programs, the counter clerk will turn over the request form to the receiver for retrieval of records				
b. For special programs, the counter clerk gives the accomplished form to the in-charge for him/her to get the	Retrieve the records		10 minutes	Registrar's Staff

permanent record from the Department / College Dean then proceed to 6, 7, & 8.				
5.	Assess the number of pages to be paid to the cashier		1 minute	Registrar's Staff
6. Pay the corresponding fees to the cashier		OR for official use P55/page TOR for evaluation purposes Pphp30/ page Certification P35 Diploma Php165		Cashier's payment varies and in accordance with BOT Approved resolution No.114 series 2007.
7. Submit O.R.	Issue claim slip of requested record		2 minutes	Registrar's Staff
8.	Release the requested documents		10 minutes	Registrar's Staff
9. Present the claim slip on the scheduled date	Retrieve the records		1 minute	Registrar's Staff
TOTAL:			27 minutes	

HOW TO AVAIL OF THE SERVICE:

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Form
	or enrollees All Year Levels					
1	Secure priority number	Give priority no.	1 minute	Cashier Staff		

2	Submission of Enrolment form assessment	Verify the completeness and validity, check the total no. of units enrolled require partial payment	6 minutes	Cash Collection In Charge	Php500 to 1500.00 or per Approved Required entrance fee	R.O. Form 1
3	Payment	Accept payment and Issue O.R.	3 minutes	Cash Collection In charge	Required Minimum fee	O.R
	or Alumni / Former Students					
1	Present the request Form/Assessment slip / Payment order form	Verify the completeness and validity	1 minute	Cash Collection In charge		
2	Payment of Fee/s	Count and Check money received and issue O.R.	1 minute	Cash Collection In charge	Required Fee	O.R.
Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Form
	or payor of miscellaneous transactions					
	Present Request Form/Assessment Slip/ Payment Order Form	Verification process	1 min.	Cash Collection in Charge		
	Payment of Fee/s	Count anf Check money received and issue O.R.	1 min.	Cash Collection in Charge		O.R.
End of Transaction						

Name of Service:

1. PAYMENT OF BILLS

Schedule of Availability of Service:

- Monday to Friday
- 8:00 AM to 5:00 PM (No Noon Break)

Who may Avail of the Service:

- All Suppliers

What are the Requirements:

- Authorization to collect with Company I.D.
- Official Receipt

HOW TO AVAIL OF THE SERVICE:

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Form
1	Present Authorization with I.D.	Service Provider	1 minute	Disbursing in Charge		
2	Affixes signature in the logbook and signs in the receipt portion of the DV and issue Official Receipt for payment/check received	Payment Check if DV is duly signed and Official Receipt issued	1 minute	Disbursing in Charge	As per bill	
End of Transaction						

**MEDICAL AND DENTAL
SERVICES CLINICS**

Name of Service:

1. PHYSICAL EXAMINATION

Schedule of Availability of Service:

- Monday to Friday
- 7:30 a.m. to 4:30 p.m. (No Noon Break)

Who May Avail of the Service:

- Incoming First Year students
- Returnees
- Transferees

What are the Requirements:

- Medical Certificate
- Chest X-ray result*
- CBC (Complete Blood Count)*
- Stool Exam (BSHM and BS-FPSM Students only)*

***As need arises / or as requested by the examining physician**

HOW TO AVAIL OF THE SERVICE:

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Form
1	Submit self for Physical Examination	Ask the client to log in the Record Book.	1 minute	Nurse	None	Record Book and Daily Treatment Record
		Give patient's card and ask to fill the up the personal information	5 minutes	Nurse	None	Patient's Card
		Check vital signs (BP, RR, PR, T)	10 minutes	Nurse	None	Patient's Card

LIBRARY SERVICES

Name of Service:**1. CIRCULATION SERVICES****Schedule of Availability of Service:**

- Monday to Friday
- 8:00 a.m. to 5:00 p.m. (No Noon Break)

Who May Avail of the Service:

- All bonafide Students, Faculty and Staff of BISU

What are the Requirements:

- Book Card
- Library I.D. Card / School I.D. or any valid Identification Card

HOW TO AVAIL OF THE SERVICE:

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Form
1	Borrower must fill up book card.	Library clerk will stamp the due date.	2 minutes	Library Clerk, Student Assistant		
2		Library Clerk will record and file the book card and borrower's card	2 minutes	Library Clerk, Student Assistant		
3	Returning of Materials		2 minutes			
End of Transaction						

Evaluate current IGP's and develop and establish new EGP/E.

Name of Service:**2. ISSUANCE OF STUDENT'S REFERRAL LETTER****Schedule of Availability of Service:**

- Monday to Friday
- 8:00 a.m. to 5:00 p.m. (No Noon Break)

Who May Avail of the Service:

- All bonafide Students of BISU who wants to avail the services from Libraries

What are the Requirements:

- School I.D.
- Library I.D. Card

HOW TO AVAIL OF THE SERVICE:

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Form
1	Ask the Librarian for a Referral Letter to avail the library service from other libraries.	Interview the students of what references he/she will need from other libraries	5 minutes	Librarian		Library Form 4
2		Prepare referral letter	1 minute	Librarian		Library Form 4
End of Transaction						

Name of Service:

3. PROCESSING OF LIBRARY I.D. CARD

Schedule of Availability of Service:

- Monday to Friday
- 8:00 a.m. to 5:00 p.m. (No Noon Break)

Who May Avail of the Service:

- All bonafide students of BISU

What are the Requirements:

- Recent 1" x 1" ID Picture (Colored)
- Study Load/Enrolment Form

HOW TO AVAIL OF THE SERVICE:

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Form
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1	Secure Information Sheet	Give/issue information sheet.	1 minute	Librarian / Library Staff	None	Information Sheet
2	Submit duly accomplished information sheet form.	Check the accomplished form as to accuracy.	2 minutes	Librarian / Library Staff	None	Patient's Card
3	Proceed to the Cashier for payment.			Cash Collection In Charge	Php25.00	
4	Go back to the Librarian for signature of the Enrolment Form	Affix signature in the Enrolment Form	1 minute	Librarian / Authorized Staff		
5		Posting of notice to claim Library I.D.				
6	Present Official Receipt to Claim I.D.	Release of Library I.D. Card	1 minute	Librarian / Authorized Staff		
End of Transaction						

Name of Service:

4. PROCESSING OF REFERENCE QUERY

Schedule of Availability of Service:

- Monday to Friday
- 8:00 a.m. to 5:00 p.m. (No Noon Break)

Who May Avail of the Service:

- All bonafide Students, Faculty and Staff of BISU

What are the Requirements:

- Fully accomplished Reference Query Form (Library Form 3)
- Library I.D. Card / School I.D. or any valid Identification Card

HOW TO AVAIL OF THE SERVICE:

Step	Applicant/Client	Service Provider	Duration of Activity (under normal circumstances)	Person in Charge	Fees	Form
1	Go to the library and ask for reference assistance.	Issue reference query form and interview library users.	5 minutes	Librarian		Library Form 3

2	Fill-up the form and submit accomplished form.	Validate reference query (this includes availability of the resources)	15 minutes	Librarian		Library Form 3
End of Transaction						

Feedback and Redress Mechanisms

- Please let us know how we have served you by doing of any of the following:
 - Accomplish our Feedback from available in the offices and put in the drop box at the *“Mamamayan Muna in Action”* Center.
 - Send your feedback through e-mail (info@bisu.edu.ph)
 - Call BISU Hotlines
 - (038) 501-7111
 - (038) 501-7516
 - (038) 416-0797 (Balilihan Campus)
 - Text us
 - BISU Secretary – 0920-945-5453
 - BISU Grievance – 0918-289-1270
 - 0939-463-2495
 - 0922-815-3673

Talk to our OFFICER OF THE DAY if you are not satisfied with our service, your written/verbal complaints shall immediately be attended to by the Officer of the Day at the Public Assistance and Complaints Desk.