

Citizen's CHARTER



**JOSE RIZAL MEMORIAL
STATE UNIVERSITY**

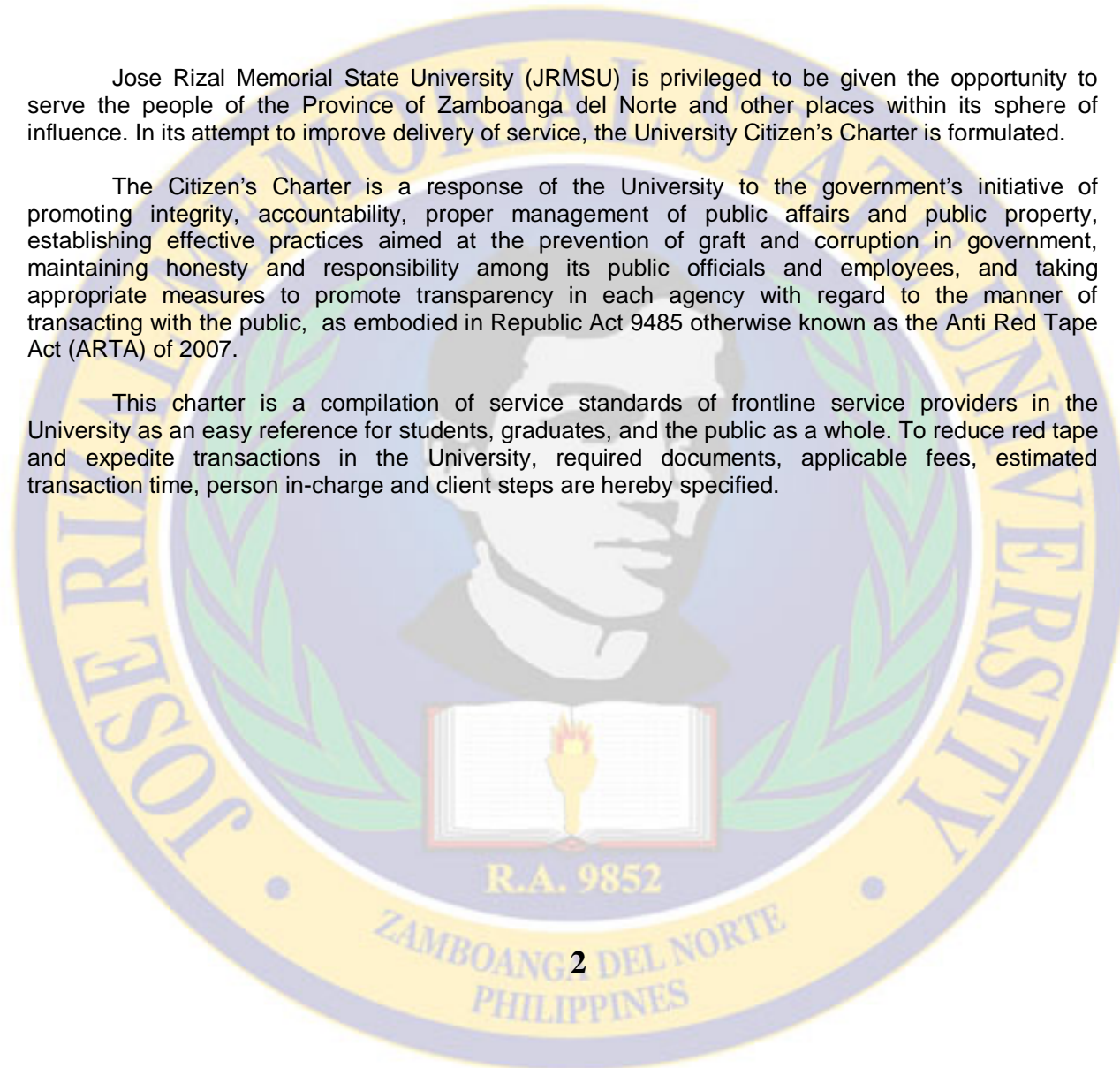


PREFACE

Jose Rizal Memorial State University (JRMSU) is privileged to be given the opportunity to serve the people of the Province of Zamboanga del Norte and other places within its sphere of influence. In its attempt to improve delivery of service, the University Citizen's Charter is formulated.

The Citizen's Charter is a response of the University to the government's initiative of promoting integrity, accountability, proper management of public affairs and public property, establishing effective practices aimed at the prevention of graft and corruption in government, maintaining honesty and responsibility among its public officials and employees, and taking appropriate measures to promote transparency in each agency with regard to the manner of transacting with the public, as embodied in Republic Act 9485 otherwise known as the Anti Red Tape Act (ARTA) of 2007.

This charter is a compilation of service standards of frontline service providers in the University as an easy reference for students, graduates, and the public as a whole. To reduce red tape and expedite transactions in the University, required documents, applicable fees, estimated transaction time, person in-charge and client steps are hereby specified.





BRIEF HISTORY

Jose Rizal Memorial State University was established by virtue of RA 9852 with Congresswoman Cecilia G. Jalosjos-Carreon as principal author, Congressman Cesar Jalosjos as co-author. It was approved by President Gloria Macapagal Arroyo on Dec. 15, 2009. It was formerly the Jose Rizal Memorial State College by virtue of RA 8193 sponsored by Congressman Romeo G. Jaloslos of the first District of Zamboanga del Norte and was approved on June 11, 1996 by the President of the Republic, Fidel F. Ramos.

The first President was Dr. Felipe O. Ligan who was appointed in 1997. On June 7, 2002 CHED Special Order No. 35, S. 2002, appointed Dr. Henry A. Sojor as the OIC President of the Jose Rizal Memorial State College in concurrent capacity as President of Central Visayas Polytechnic College in Dumaguete City now Negros Oriental State University.

In the span of two years and eight months, the Board of Trustees then deemed it best for the College to have its permanent leader. Thus, on March 1, 2005, Dr. Edgar S. Blbuena assumed office as second President of JRMSC pursuant to a BOT Resolution No. 04, Series of 2005 Chairmanned by Fr. Rolando V. Rosa, OP.

With the appointment of Dr. Balbuena, the College charted a new course. With his extraordinary leadership it took only four years and nine months for the College to be elevated to the status of a university indeed the growth of the University means a continuing and growing commitment for academic excellence and quality, research and productivity, community involvement and partnership for national development and global competitiveness.

Today, Jose Rizal Memorial State University is an emerging quality higher education institution not only in the local, national but international arena.

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GENERAL PROVISIONS

Jose Rizal Memorial State University is a chartered State University established by virtue of Republic Act 9852. Formerly, it was the JRMSC by virtue of RA 8193 with five(5) campuses: Main Campus situated at Dapitan City, Dipolog Campus in Dipolog City and Siocon Campus in Siocon, Zamboanga del Norte, Tampilisan Campus in Tampilisan ZN, Katipunan Campus in Katipunan ZN . It was signed by President Fidel Ramos on June 11, 1996.

The purpose of the State University Charter is to offer advanced higher professional, technical, special instructions for special purposes and promote research and extension services, advanced studies and progressive leadership in education, agriculture, arts and sciences, engineering and other fields as may be relevant.

Pursuant to Section 5 par. 2, Article XIV of the 1987 Philippine New Constitution, the Jose Rizal Memorial State University shall enjoy academic freedom.

The powers of the State University in addition to those provided in the 1987 Philippine New Constitution and the Education Act of 1982, shall be those set forth in its charter, RA 9852 ,RA 8193 and RA 8292, otherwise known as the Higher Education Modernization Act of 1997, those granted to corporations in general under the Corporation law and such other powers as may be provided by Law.



PHILOSOPHY, VISION AND MISSION OF THE UNIVERSITY

Philosophy

Jose Rizal Memorial State University adheres to the principle of dynamism and cultural diversity in building a just and humane society.

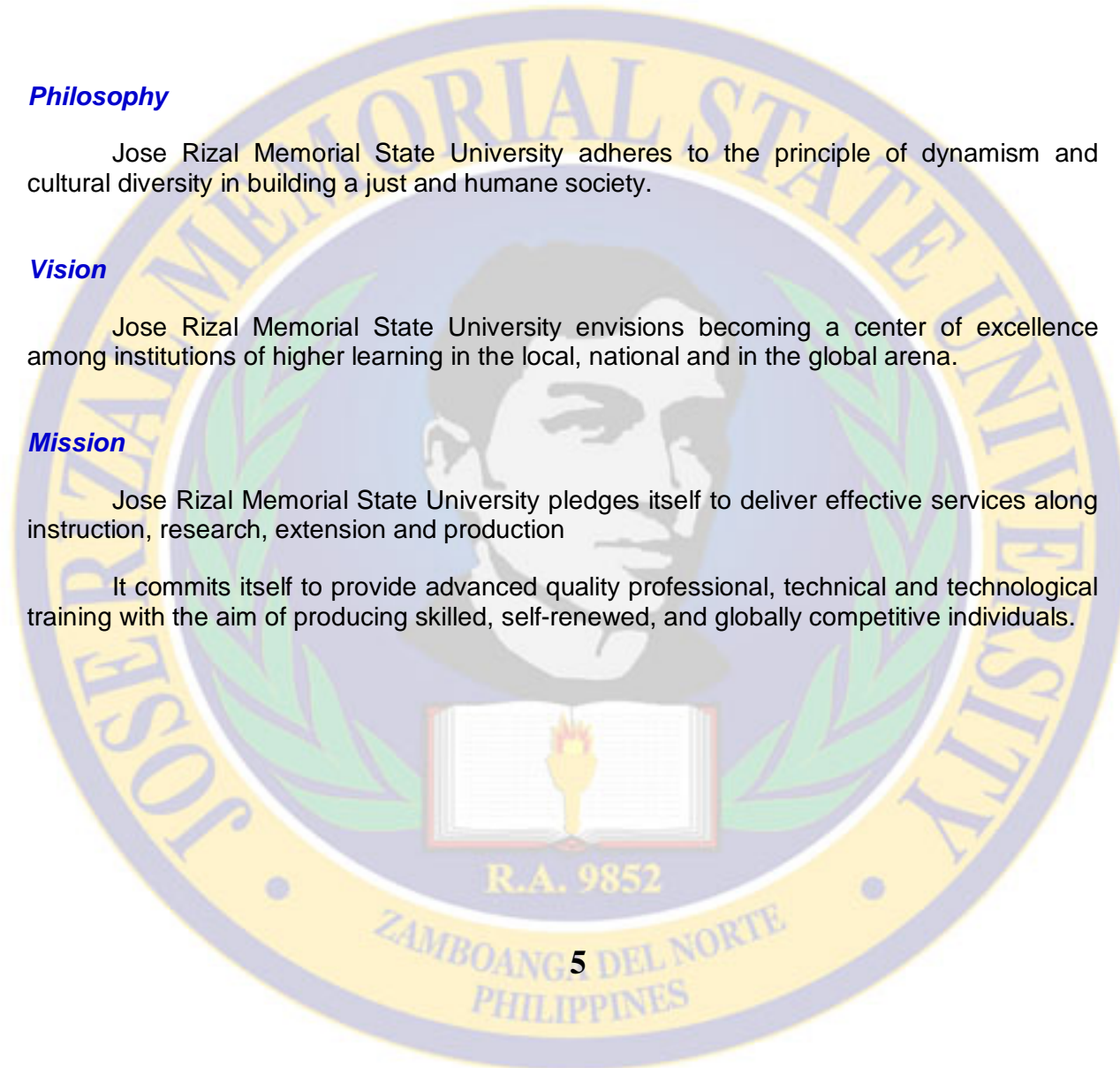
Vision

Jose Rizal Memorial State University envisions becoming a center of excellence among institutions of higher learning in the local, national and in the global arena.

Mission

Jose Rizal Memorial State University pledges itself to deliver effective services along instruction, research, extension and production

It commits itself to provide advanced quality professional, technical and technological training with the aim of producing skilled, self-renewed, and globally competitive individuals.

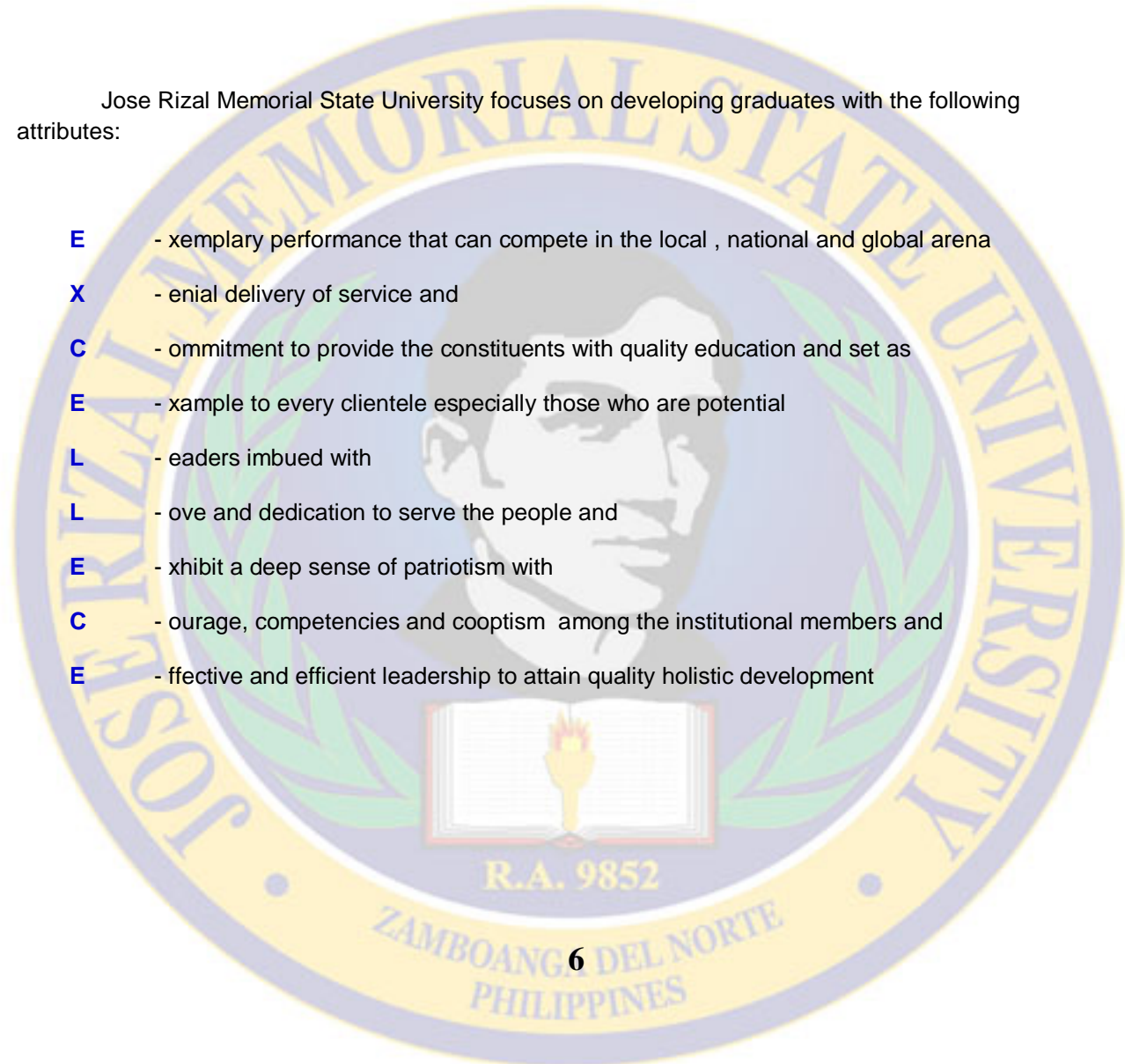




GOALS OF THE UNIVERSITY

Jose Rizal Memorial State University focuses on developing graduates with the following attributes:

- E** - xemplary performance that can compete in the local , national and global arena
- X** - enial delivery of service and
- C** - ommitment to provide the constituents with quality education and set as
- E** - xample to every clientele especially those who are potential
- L** - eaders imbued with
- L** - ove and dedication to serve the people and
- E** - xhibit a deep sense of patriotism with
- C** - ourage, competencies and cooptism among the institutional members and
- E** - ffective and efficient leadership to attain quality holistic development





PERFORMANCE PLEDGE

We, the officials and employees of the Jose Rizal Memorial State University, commit to:

- D**eal with our valued clients with courtesy and kindness, from 8:00 a.m. to 5:00 p.m., every working day;
- E**xecute the specific official functions inherent in our office and position, with sincerity, justness, integrity and efficiency;
- L**isten to every client's needs, comments and suggestions and respond to them positively and promptly, to ensure client satisfaction;
- I**nform clients clearly on the procedure or process in availing of our services, thereby minimize transaction time;
- V**alue honesty and fairness, manifesting these in our day-to-day performance, giving no room for graft and corruption in the service;
- E**pitomize all the qualities of a good and effective public servant; and
- R**ectify immediately any inadequacy or failure in the services we render, through the Feedback and Redress Mechanisms.



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FEEDBACK AND REDRESS MECHANISMS

Please let us know how we have served you by doing any of the following:

- Accomplish our Feedback Form available in the offices and put it in the box at the Information Counter. (Affix your name and signature only in the form)
- Open and evaluate every end of the week.
- Send/forward the Feedback Form to the concerned person to rectify the service.
- Talk to our Officer of the Day.

Thank you for helping us improve our services.

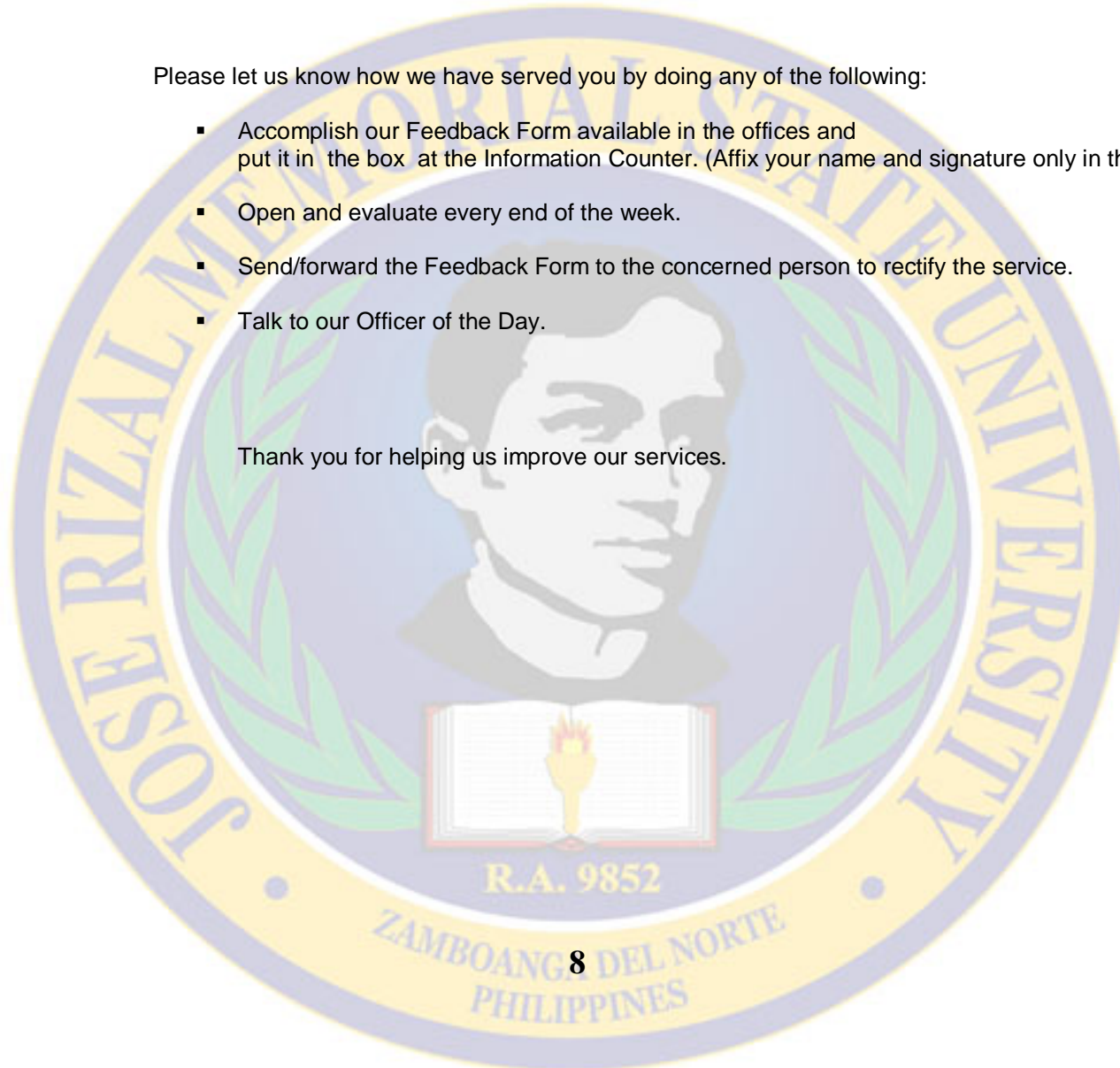




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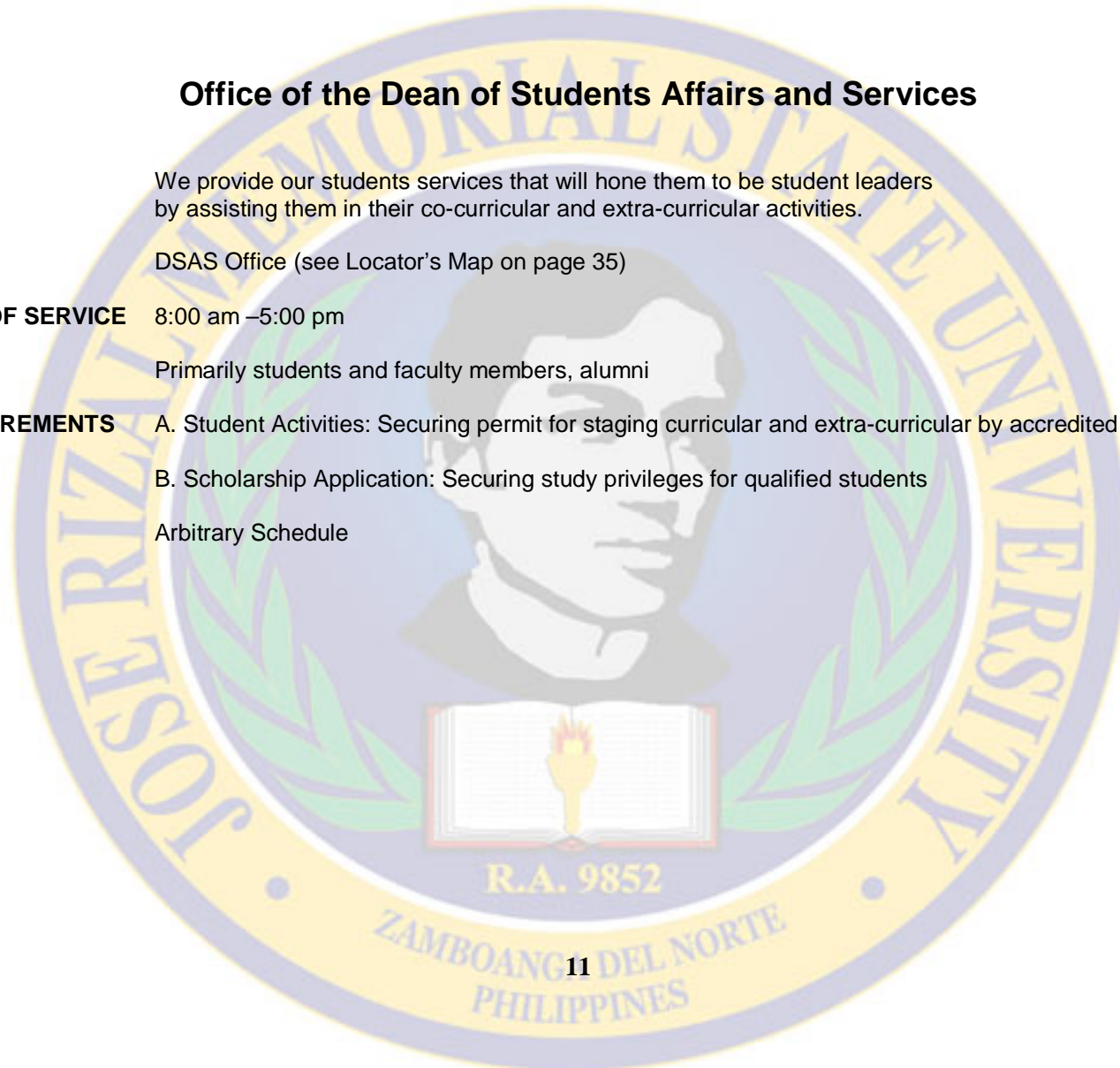
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Office of the Dean of Students Affairs and Services

PROFILE	We provide our students services that will hone them to be student leaders by assisting them in their co-curricular and extra-curricular activities.
LOCATION	DSAS Office (see Locator's Map on page 35)
AVAILABILITY OF SERVICE	8:00 am –5:00 pm
CLIENTS	Primarily students and faculty members, alumni
SERVICE REQUIREMENTS	A. Student Activities: Securing permit for staging curricular and extra-curricular by accredited student organizations B. Scholarship Application: Securing study privileges for qualified students
DURATION	Arbitrary Schedule





A. Library Services

LIBRARY SIGNING OF CLEARANCE

Schedule of Availability: Monday – Friday, 8:00 – 5:00 pm
 Who May Avail of the Services: Students, Faculty and Staff
 What are the requirements: Student's ID, Employees ID
 Duration: 10 minutes

HOW TO AVAIL OF THE SERVICES:

Steps	Applicant/Client Activity	Services Provider/ Unit Activity	Duration of Activity During Normal Conditions	Person In charge	Fees	Form	Output from the service provider
1	Presentation of the Clearance	Library	1 minute	Librarian/ Library Assistant	None	Clearance	Check entries of form and validity of ID's
2	Checking of Student/faculty/staff account in the comp and logbook list	Library	Faculty-5 mins. Students- 3 mins	Library Assistant	Pay account if any lost books or overdue account at the cashier's office		Unreturned books or overdue accounts are checked
3	Signing of clearance		1 minute	Librarian/ Library Staff	None	Clearance Form	Signed Clearance
End of Transaction							



LIBRARY REFERENCE ASSISTANCE/GUIDANCE

Schedule of Availability: Monday – Friday, 8:00 – 5:00 pm
 Who May Avail of the Services: Students, Faculty, Staff and Guests
 Duration: 20 minutes

HOW TO AVAIL OF THE SERVICES:

Steps	Applicant/Client Activity	Services Provider/ Unit Activity	Duration of Activity During Normal Conditions	Person In charge	Fees	Form	Output from the service provider
1	Request Assistance on the location of materials to use or borrow	Library	5 mins	Librarian/ Library Assistant	None	None	Need Assessed by the Library assistant
2	Use of OPAC	Library	5 mins	Library Assistant	Pay account if any lost books or overdue account at the cashier's office		Call number of the book is identified
3	Book is checked in the shelf	Library	10 mins	Librarian/ Library assistant	None	None	Book is located and read/browsed by the client
End of Transaction							

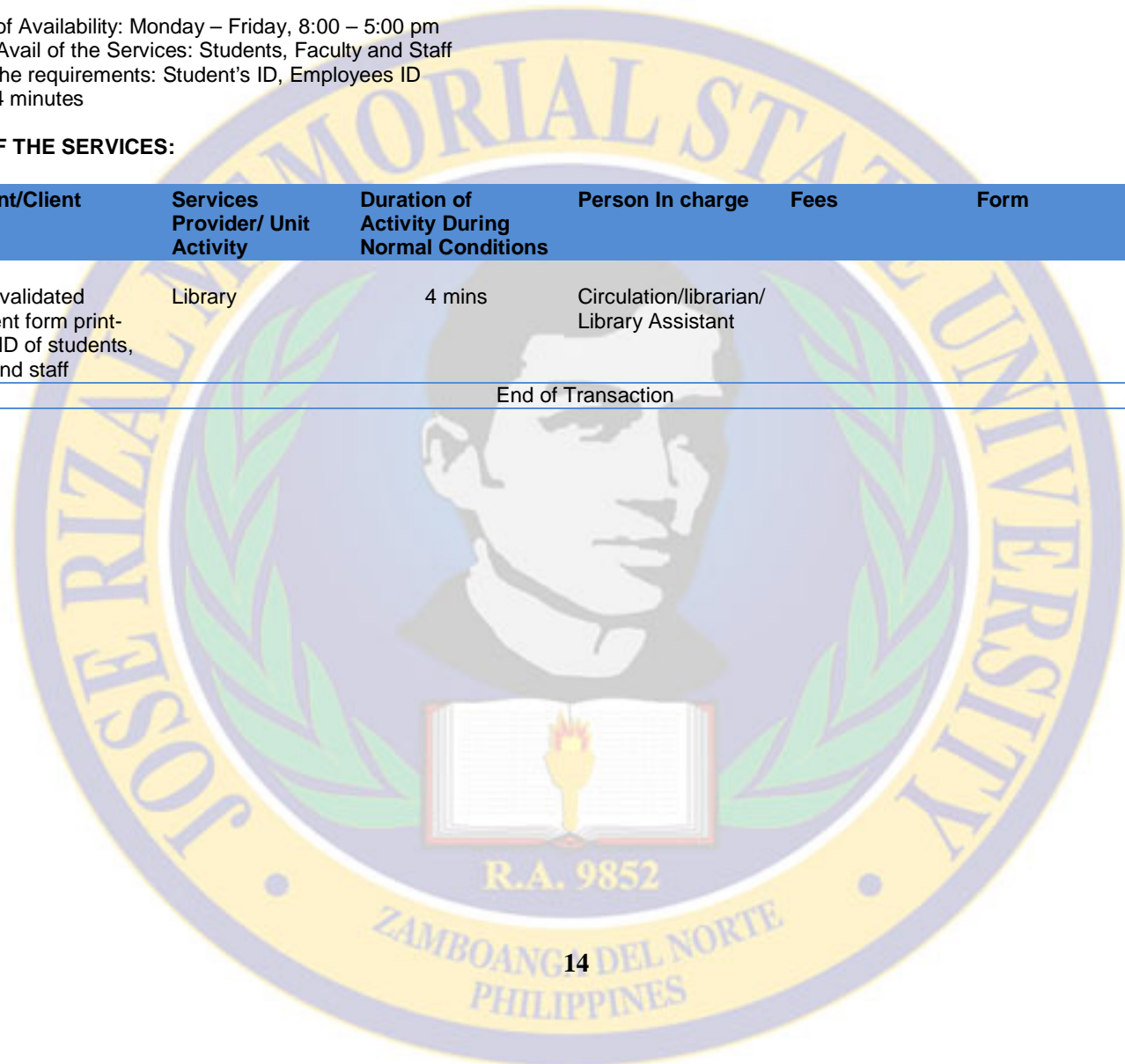


ACTIVATION OF STUDENT/FACULTY ACCOUNT IN THE LIBRARY DATABASE

Schedule of Availability: Monday – Friday, 8:00 – 5:00 pm
 Who May Avail of the Services: Students, Faculty and Staff
 What are the requirements: Student's ID, Employees ID
 Duration: 4 minutes

HOW TO AVAIL OF THE SERVICES:

Steps	Applicant/Client Activity	Services Provider/ Unit Activity	Duration of Activity During Normal Conditions	Person In charge	Fees	Form	Output from the service provider
1	Present validated enrollment form print-out and ID of students, faculty and staff	Library	4 mins	Circulation/librarian/ Library Assistant			Encoded profile and activated database of library patrons
End of Transaction							





CIRCULATION – LENDING SERVICE

Schedule of Availability: Monday – Friday 8:00 – 5:00 PM (Circulation)
4:00 – 6:00 PM (Lending)

Who May Avail of the Services: Students, Faculty and Staff

What are the requirements: Student's ID & Library Borrower's Card, Employees ID

Duration: 10 minutes

HOW TO AVAIL OF THE SERVICES:

Steps	Applicant/Client Activity	Services Provider/ Unit Activity	Duration of Activity During Normal Conditions	Person In charge	Fees	Form	Output from the service provider
1	Client select the material for borrowing	Library	4 mins	Circulation/librarian/ Library Assistant			Book or materials is checked
2	Present material & School ID/Borrower's card/ Employees ID for bar code scanning manual at the circulation counter and checking out.	Library	5 min	Librarian	None		Students/Faculty ID is scanned for verification. Material is checked out under the name of the student or faculty by scanning the book's bar code. Verified through the patron maintenance profile whether the book has been entered correctly under the patron's name.
3	Receive permit issued for the book/s borrowed for the presentation at the check up/exit counter.	Library	1 min	Librarian	None		Card is inserted in the book indicating the due date of the book.

End of Transaction



CIRCULATION – RETURNING OF BOOKS

Schedule of Availability: Monday – Friday, 8:00 – 5:00 pm
 Who May Avail of the Services: Students, Faculty and Staff
 What are the requirements: Books being borrowed
 Duration: 6 minutes

HOW TO AVAIL OF THE SERVICES:

Steps	Applicant/Client Activity	Services Provider/ Unit Activity	Duration of Activity During Normal Conditions	Person In charge	Fees	Form	Output from the service provider
1	Present borrowed books with school ID	Library	2 min.	Circulation/librarian/ Library Assistant	None	None	Checked students/faculty ID.
2	Books barcode is scanned.	Library	2 min	Librarian	None		Books are checked for damages and checked in the computer through scanning of the bar code.
3	Pay the penalty for overdue if any	Library	2 min	Librarian	None	None	A record fine in the logbook is returned in the shelf.
End of Transaction							



ACTIVATION OF E-LIBRARY ACCOUNTS

Schedule of Availability: Monday – Friday, 8:00 – 5:00 pm

Who May Avail of the Services: Students

What are the requirements: Validated Student's ID & Student's Enrolment Copy

Duration: 4 minutes

HOW TO AVAIL OF THE SERVICES:

Steps	Applicant/Client Activity	Services Provider/ Unit Activity	Duration of Activity During Normal Conditions	Person In charge	Fees	Form	Output from the service provider
1	Manual Recording /Swiping of students ID at the barcode counter for paying students.	E-Library/ Learning Commons	2 min.	IT In-charge			Activation of student's account is identified and automatically included in the database/Logbook.
End of Transaction							



COMPUTER/INTERNET ACCESS IN THE E-LIBRARY

Schedule of Availability: Monday – Saturday, 8:00 – 5:00 pm

Who May Avail of the Services: Students, Faculty and Staff

What are the requirements: Student's ID

Duration: 3 minutes

HOW TO AVAIL OF THE SERVICES:

Steps	Applicant/Client Activity	Services Provider/ Unit Activity	Duration of Activity During Normal Conditions	Person In charge	Fees	Form	Output from the service provider
1	Students queuing	E-Library		IT In-charge	None	none	IT in-charge overseeing the student's activities.
2	Swiping of the ID's barcode at the counter	E-Library	1 min	IT In-charge	None	None	It in- charge overseeing the students activities
3	Look for vacant PC	E-Library	1 min	IT In-charge	None	None	It in- charge overseeing the students activities
4	PC is utilized	E-Library	1 min	IT In-charge	None	None	It in- charge overseeing the students activities
End of Transaction							

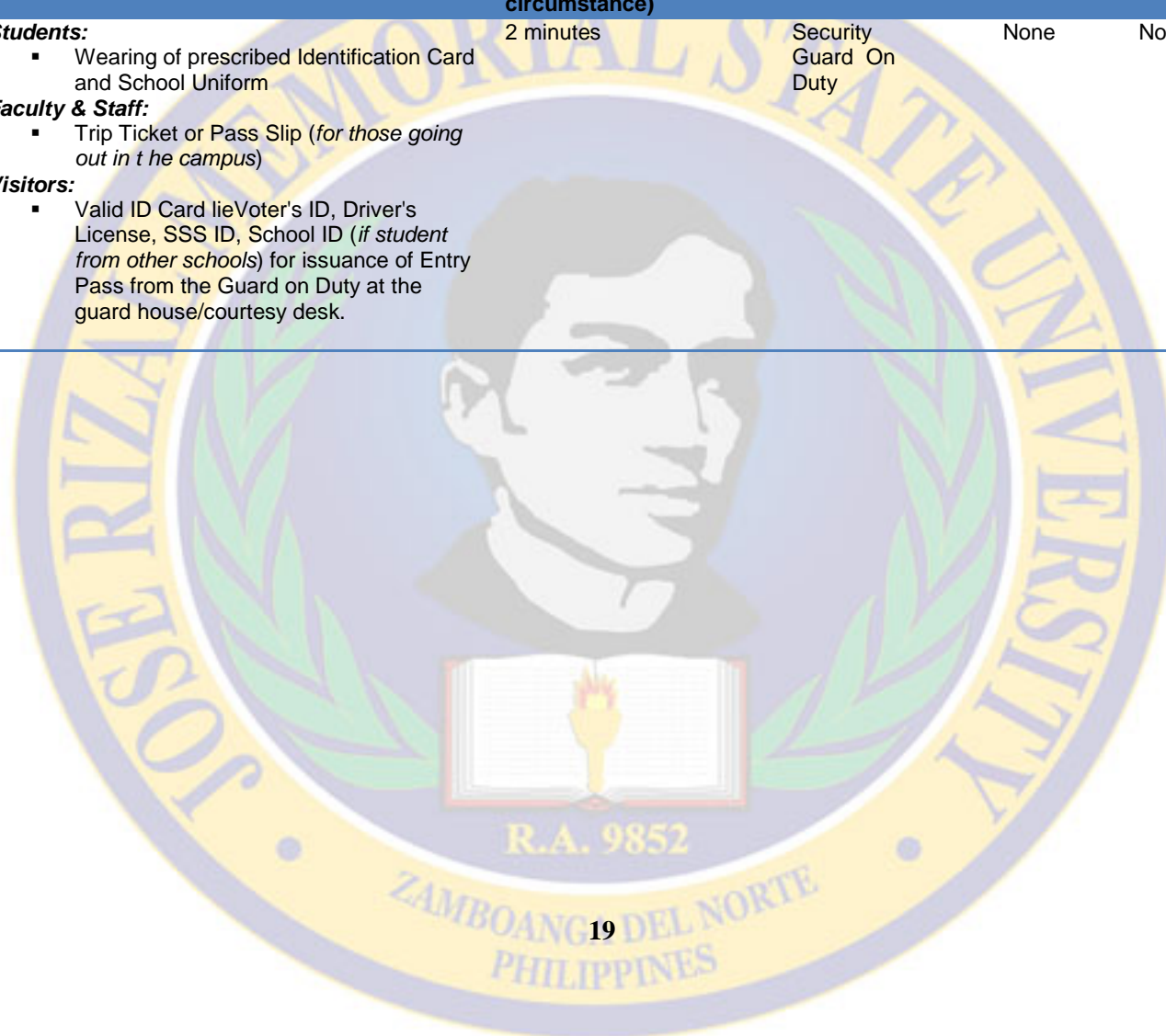
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B. SECURITY SERVICES

SERVICES	REQUIREMENT	DURATION OF ACTIVITY (For normal circumstance)	PERSON IN CHARGE	FEES	FORM
Identification of persons coming in and out of the school campus and guide clients as to where and whom to go and see.	<p>Students:</p> <ul style="list-style-type: none"> Wearing of prescribed Identification Card and School Uniform <p>Faculty & Staff:</p> <ul style="list-style-type: none"> Trip Ticket or Pass Slip (<i>for those going out in the campus</i>) <p>Visitors:</p> <ul style="list-style-type: none"> Valid ID Card like Voter's ID, Driver's License, SSS ID, School ID (<i>if student from other schools</i>) for issuance of Entry Pass from the Guard on Duty at the guard house/courtesy desk. 	2 minutes	Security Guard On Duty	None	None





C. GUIDANCE & COUNSELLING SERVICES

SERVICES	REQUIREMENT	DURATION OF ACTIVITY (For normal circumstance)	PERSON IN CHARGE	FEES	FORM
Enrollment(Admission)	<p>High school career test result (if released)</p> <p>Duly accomplished guidance copy of enrolment form</p> <p>Duly accomplished personal data sheet with 2 " x 2" ID picture (to be submitted on the 1st week of the class)</p> <p>Duly accomplished Student Information Questionnaire (to be passed on the 1st week of the class)</p>	2 minutes	Guidance Counselor and Staff	None	Student Information Questionnaire
Counseling	<p>Duly accomplished data sheet to identify the concerns if the case can be handled.</p> <p>Personal Data Sheet prior to the interview of 1st year students to check the level of adjustment</p>	<p>1 minute (Counseling session is limited to 10 sessions and a maximum of 45 minutes per session)</p> <p>1 minute of waiting while checking the PDS) (maximum of 15 minutes per student)</p>	Guidance Counselor and Staff	None	Personal Data Sheet
Follow-up transactions	Parents come for academic follow up	2 minutes for the checking of schedule (1 day for the academic follow-up the parents are asked to come the next day)	Guidance Counselor and staff	None	



Scholarship	High school card (only for academic scholarship and R.A. 7160) Birth Certificate (only for R.A. 7160), Certificates from scholarship organizations (merit scholars), Certification as to Good Moral Class cards for old students Duly accomplished scholar information sheet	5 minutes	Guidance Counselor and staff	None
Issuance of Good Moral/ Good Conduct	Duly accomplished transaction slip Duly accomplished clearance form Documentary stamp worth Php15.00	2 minutes <i>(The certificate of good moral/good conduct is released within 10 minutes to be signed by the Dean of Student Affairs & Services)</i>	Guidance Counselor and staff	Php 50



D. STUDENT AFFAIRS AND SERVICES UNIT

1. Filing of Complaint Against a Student/s

Schedule of Availability: Monday-Friday, 8:00am – 5:00pm (No noon break)
 Who may avail of the service: Anyone aggrieved or offended by a student/s
 What are the requirements:
 a. Accomplished Incident Report Form also referred to us complaint form.
 b. Full name of the student complained of and full name of person complaining.
 c. A narration of relevant facts that show the offense allegedly committed by the student complained of.
 d. Evidence and testimonies of a witness/es.

Duration: (total processing time): 50 minutes

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity Under Normal Circumstances	Person In Charge	Fees	Forms	Output from the Service Provider
1	Orally reports complaint to Student Affairs and Services (SAS)	SAS discusses complaint with complainant	10 minutes	DSAS	None	None	Complaint is adequately discussed and clarified.
2	Accomplishes and submits Incident Report Form	SAS receives accomplished Incident Report Form	30 minutes	DSAS	None	Incident Report Form	Incident Report received and entered into SAS official file.
3	Confirms venue, date & time of fact-finding dialogue/ hearings to be conducted by the DSA	SAS informs complainant on venue, date & time of dialogues/ hearings	10 minutes	DSAS	None	None	Date, venue and time of fact-finding dialogue/ hearings are confirmed and duly calendared.



2. Issuance of Certificate of Good Moral Character

Schedule of Availability: Monday-Friday, 8:00am – 5:00pm (No noon break)
 Who may avail of the service: Students/ Alumni
 What is the requirement: School ID/ Alumni
 Duration: (total processing time): 27 minutes

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity Under Normal Circumstances	Person In Charge	Fees	Forms	Output from the Service Provider
1	Secures and Accomplishes Request Form for Certificate of Good Moral character	DSAS Office	10 minutes	DSAS	None	Request Form	Request evaluated and given due course
2	Pays the certification fee	Cashiering Unit receives and acknowledges payment	5 minutes	Cashier	P 50.00 (documentary stamp)	Official Receipt	Issuance of official receipt of payment
3	Submits to DSAS Office the Request Form with the official receipt	DSAS Office issues Certificate of Good Moral Character to be signed by the DSAS & College Dean concerned	10 minutes	DSAS & College Dean	None	Certificate of Good Moral Character	Issuance of Certificate of Good Moral Character
4	Impresses dry seal on the certificate	DSAS advises / sends the client to the Registrar's Office for dry sealing	2 minutes	Registrar	None	Certificate of Good Moral Character	Certificate impressed with dry seal



3. Affidavits for Lost ID / Passbook / Printouts of Study Loads

Schedule of Availability: Monday-Friday, 8:00am – 5:00pm (No noon break)
 Who may avail of the service: Students
 What is the requirement: Affidavit of Loss
 Duration: (total processing time): 20 minutes

HOW TO AVAIL OF THE SERVICE

	Applicant/Client Activity	Service Provider Activity	Duration of Activity Under Normal Circumstances	Person In Charge	Fees	Forms	Output from the Service Provider
1	Gets Affidavit of Loss Form	SAS gives Affidavit of Loss Form to students and instructs them on the procedure	5 minutes	DSAS	None	Affidavit of Loss Form	Student is guided on the procedure involved.
2	Secures signature of the College Dean concerned and the DSAS	College Dean and DSAS sign the affidavit of loss	10 minutes	College Dean and DSAS	None	-do-	Affidavit signed
3	Submits Affidavit of Loss to SAS and asks for Temporary Exemption Slip	SAS records the affidavit and issues Temporary Exemption	5 minutes	DSAS		Temporary Exemption Slip	Issuance of Temporary Exemption Slip



4. Request for Temporary Exemption from Wearing School Uniform

Schedule of Availability: Monday-Friday, 8:00am – 5:00pm (No noon break)
 Who may avail of the service: Students
 What are the requirements:
 a. ID
 b. Excuse Letter
 Duration: (total processing time): 13 minutes

HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity Under Normal Circumstances	Person In Charge	Fees	Forms	Output from the Service Provider
1	Submits excuse letter on non-wearing of school uniform	SAS evaluates excuse letter and issues Temporary Exemption Slip	10 minutes	DSAS	None	Temporary Exemption Slip	Grant of Temporary Exemption
2	Shows temporary exemption slip to a Faculty member/ security guard	Faculty member/ guard examines the authenticity of exemption slip	3 minutes	Faculty member/ guard on duty	None	None	Implementation of temporary exemption



5. Processing of Application to Avail of Scholarship Grants

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

Who may avail of the service: Scholars / grantees

What are the requirements:

- a. Certification from the scholarship benefactor/ sponsor
- b. ID
- c. Other documents as required

Duration: (total processing time): 45 minutes

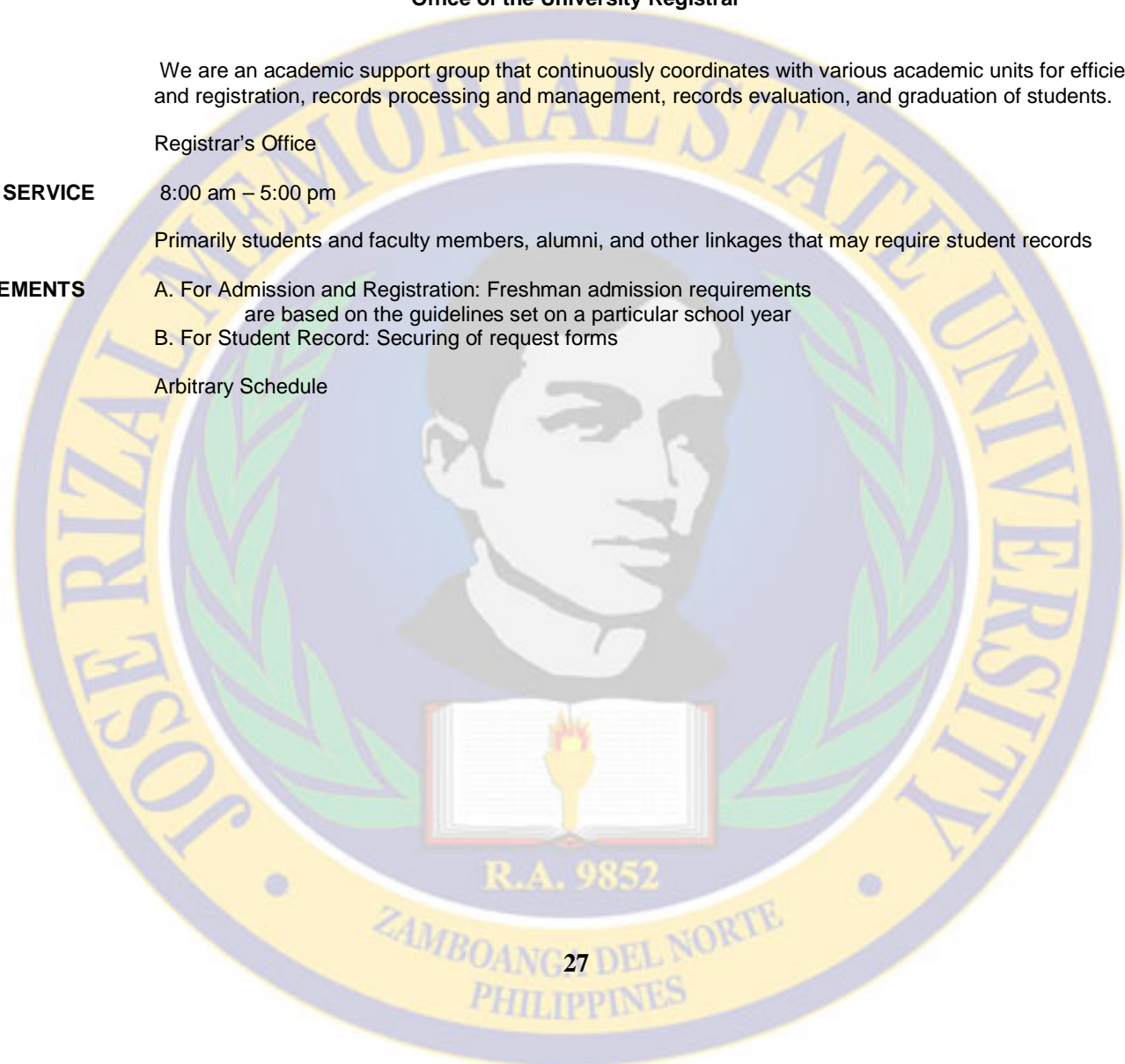
HOW TO AVAIL OF THE SERVICE

Step	Applicant/Client Activity	Service Provider Activity	Duration of Activity Under Normal Circumstances	Person In Charge	Fees	Forms	Output from the Service Provider
1	Presents ID, proof of entitlement to scholarship/ grant; supporting documents	Evaluates completeness of documents	30 minutes	Scholarship In-charge/ Coordinator	None	Institutional and External forms	Documents evaluation
2	Secures signature of Scholarship In-charge/ Coordinator	Recommends approval or disapproval	5 minutes	Scholarship In-charge/ Coordinator	None	-do-	Recommendation of approval/ disapproval of application
3	Proceeds to the Cashier's office and presents the approved scholarship form for recording purposes	Posting of amount availed in the student's ledger	10 minutes	Disbursing Officer/ Cashier Clerk	None	None	Passbook notation of the amount availed



Office of the University Registrar

PROFILE	We are an academic support group that continuously coordinates with various academic units for efficient student admission and registration, records processing and management, records evaluation, and graduation of students.
LOCATION	Registrar's Office
AVAILABILITY OF SERVICE	8:00 am – 5:00 pm
CLIENTS	Primarily students and faculty members, alumni, and other linkages that may require student records
SERVICE REQUIREMENTS	A. For Admission and Registration: Freshman admission requirements are based on the guidelines set on a particular school year B. For Student Record: Securing of request forms
DURATION	Arbitrary Schedule





A. ENROLLMENT/ADMISSION OF STUDENTS

STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (For normal circumstance)	PERSON IN CHARGE	FEES	FORM	OUTPUT FROM THE SERVICE PROVIDER
1	<p>For High School Graduates:</p> <ul style="list-style-type: none"> Proceed to the Registrar's Office and submit basic requirements for enrollment. 	Accept the basic requirements for enrollment and issue a copy of enrollment flow.	1-3 minutes	Designated personnel, Instructor, Admission In-Charge	None	None	Enrollment Flow
	<p>For Transferees:</p> <ul style="list-style-type: none"> Proceed to the Registrar's Office and submit the basic requirements for enrollment. 	Accept the basic requirements for enrollment, evaluate subjects taken, issue admission slip and a copy of enrollment flow, however subjects from other schools which the Registrar needs more clarification, student concerned shall be referred to the Program Head.	11-13 minutes	Admission-in-Charge	None	Admission Slip	Advice from Admission-in-Charge
	<p>For Cross-Enrollees:</p> <ul style="list-style-type: none"> Proceed to Registrar's Office and present Permit to Cross-Enroll. 	Accept Permit to Cross-Enroll and advise the student on the offering of subjects being cross-enrolled.	1-2 minutes	Admission-in-Charge	None	Permit to Cross-Enroll	Advice from Admission-in-Charge
	<p>For Returning Students:</p> <ul style="list-style-type: none"> Proceed to the Registrar's Office for evaluation of grades. 	Evaluate the student's academic status.	20-30 minutes	Evaluator (window 3 or 4)	None	Prospectus	Prospectus with Grades of the student



	<ul style="list-style-type: none"> Present the basic requirements for enrollment. 	Issue enrollment flow and advice to submit a copy of his/her evaluation form to the Program Head.		Designated Evaluator	None		
2	<p>Proceed to the Dean's Office.</p> <ul style="list-style-type: none"> Present the Enrollment Flow and submit for screening (New students only.) Secure and fill up trial form and see evaluator for approval. Assessment of fees 	<p>Accept photo copy of Report Card/Transcript of Record and screen the applicant.</p> <p>Examine entries and counter sign the trial form</p> <p>Assess the students enrolled subjects for the total assessment, pay insurance, departmental fee and SSG fee.</p>	<p>5-10 minutes</p> <p>1-3 minutes</p> <p>3-5 minutes</p>	<p>Designated Instructor</p> <p>Designated Instructor</p> <p>Designated Instructor</p>	<p>None</p> <p></p> <p>Assessment Form</p>	<p>Trial Form</p> <p>Trial Form</p> <p>Assessment Form</p>	<p>Information from Designated Instructor</p> <p>Approval on the Trial Form</p> <p>Official Receipt</p>
3	Proceed to the Cashier's Office	Pay school fees	5-10 minutes	Cashier's staff/Designated Instructor	None	Pay corresponding fee	Official Receipt
4	Proceed to designated area for Electronic Data Processing (EDP).	Do data-entry Stamp the student's copy "Enrolled"	5-10 minutes	Encoder	None	Generated Enrollment Form	Registrar's Copy, Student's Copy (Stamped "Enrolled")
5	Proceed to Guidance Office	Fill up Guidance Form and submit a copy of study load and 2x2 picture	5-10 minutes	Guidance staff	None	Guidance Form	Accomplished Guidance Form
6	Proceed to the DSAS Office	Take ID Picture. Present receipts of payment.	10-15 minutes	DSAS Staff	None	Issuance of School ID	School ID Card
End of Procedure							

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Note: The estimated time for freshmen to enroll is 1 hour & 6 mins (without exam), 1 hour & 56 mins (with exam); for transferees: 1 hour & 16 mins (without exam), 2 hours & 6 mins (with exam); for cross-Enrollees: 54 mins; and, for Returning Students: 56 minutes. Enlistment for ROTC/CWTS is on the first training day.

B. RELEASE OF SCHOLASTIC RECORDS

Requirements:

For Outgoing transferees & graduates

- Duly Accomplished Clearance Form from the semester last attended
- Request Form secured from the Registrar's Office
- Official Receipt

STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (For normal circumstance)	PERSON IN CHARGE	FEES	FORM	OUTPUT FROM THE SERVICE PROVIDER
1	Secure request form and accomplish requirements	Provide request form	1 – 3 minutes	Clerk in charge	None	Request Form	Request Form
2	Proceed to the Cashier's Office for payment	Facilitate and process payment	3 – 5 minutes	None	Please refer to the schedule of fees as indicated at the Cashier's Office matrix	Request Form	Official Receipt
3	Secure an official receipt. Proceed to the Office of the University Registrar to officially acquire the claim stub.	Issue an official receipt	3 – 5 minutes	Clerk in charge	None	Official Receipt Claim stub Certification CAV	Duly accomplished scholastic record

Note: The estimated time for Inactive students – 5 days for the issuance of all kinds of certification.
Active students – 7-13 minutes



Transcript of Records – 10 days as reflected in the JRMSU code

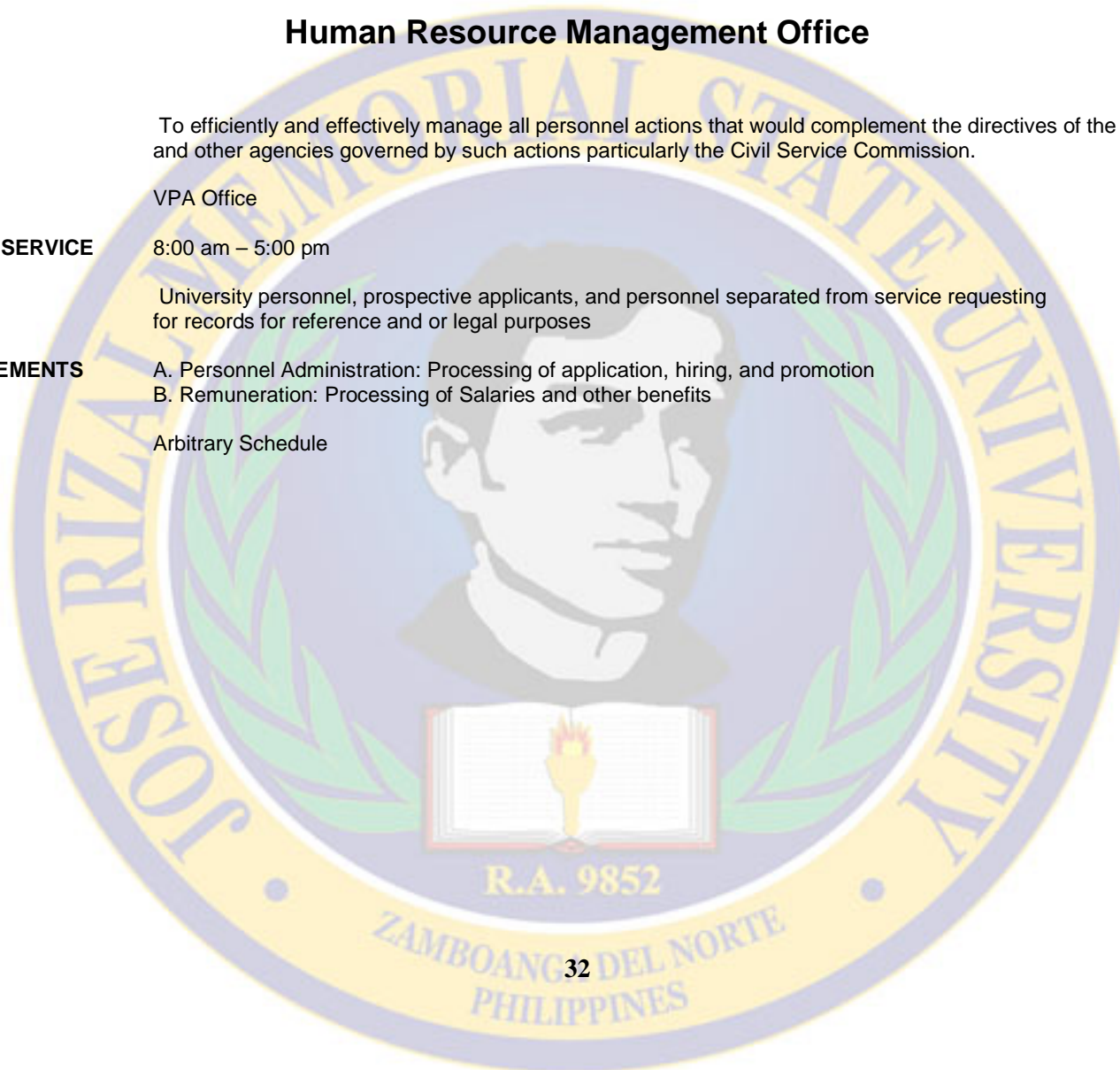


Faculty and Employees' Services



Human Resource Management Office

PROFILE	To efficiently and effectively manage all personnel actions that would complement the directives of the Office of the President and other agencies governed by such actions particularly the Civil Service Commission.
LOCATION	VPA Office
AVAILABILITY OF SERVICE	8:00 am – 5:00 pm
CLIENTS	University personnel, prospective applicants, and personnel separated from service requesting for records for reference and or legal purposes
SERVICE REQUIREMENTS	A. Personnel Administration: Processing of application, hiring, and promotion B. Remuneration: Processing of Salaries and other benefits
DURATION	Arbitrary Schedule





A. PERSONNEL ADMINISTRATION

STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (For normal circumstance)	PERSON IN CHARGE	FEES	FORM
1	Submit letter of intent with curriculum vitae and attachments	Accept and evaluate documents for possible employment	1 – 3 days	HRMO	None	Personal Data Sheet
2	Subject to initial screening	Conduct initial screening through the Personnel Board or Faculty Selection Board whichever applicable	1 - 2 weeks	HRMO, PSB/FSB/ Head of Unit with pending application		None
3	Subject to final screening /interview	Conduct final screening /interview	15 – 60 minutes	University President		None
4	Once hired, compliance to submit requirements	Acknowledge receipt of the submitted requirements	arbitrary	HRMO/HRMA		Oath of Office (Panunumpa sa Katungkulan), Personal Data Sheet, Statement of Assets, Liabilities and Net worth, Position Description Form, Medical Certificate
5	Report to work	Advises client when to report for duty provided that all requirements are sufficiently submitted	At least 1st working day of the week	HRMO		None
End of Procedure						

End of Procedure

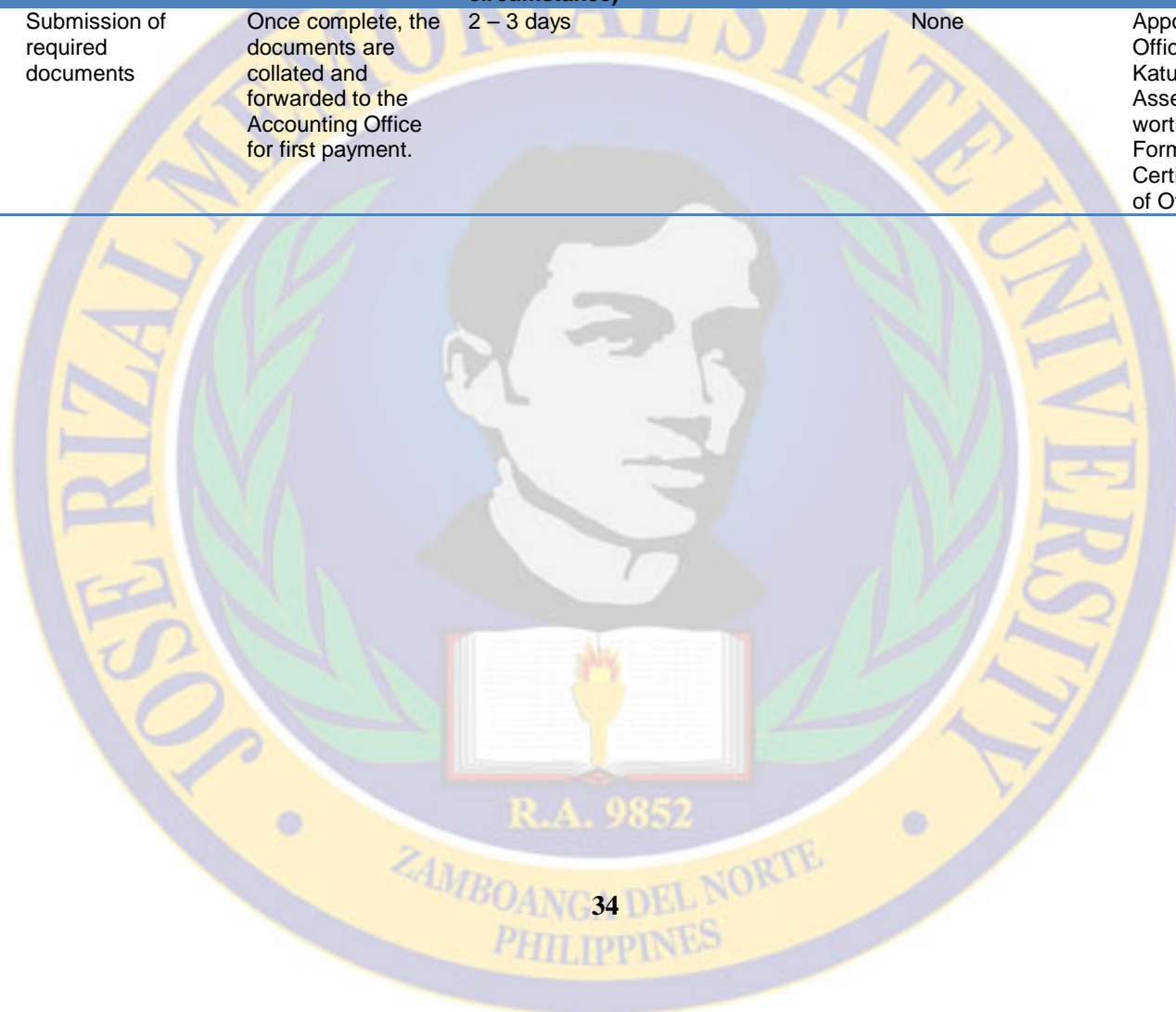
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B. REMUNERATION

STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (For normal circumstance)	PERSON IN CHARGE	FEES	FORM
1	Submission of required documents	Once complete, the documents are collated and forwarded to the Accounting Office for first payment.	2 – 3 days		None	Appointment, Oath of Office (Panunumpa sa Katungkulan), Statement of Assets, Liabilities and Net worth, Position Description Form, Certification of Assumption of Office





C. FRONTLINE SERVICES

ISSUANCE OF SERVICE RECORDS (SR) for Active Employees

Schedule of Availability of Service: Monday to Friday (8:00 a.m. to 500 p.m.)
 Who May Avail of the Service: Active Employees
 What Are the Requirements: none
 Duration: 13 Minutes

HOW TO AVAIL OF THE SERVICE:

Step	Applicant	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Registers in the HRMO Logbook for Service Records	Informs the applicant re: schedule of release of document	1 minute	Administrative Aide	-	-
2		-Updates SR -Prints and initials	10 minutes	Administrative Aide	-	-
3		-Signs SR	1minute	HRMO	-	-
4	Returns to HRMO as per schedule and claim the requested document	Releases document to the applicant	1 minute	Administrative Aide	-	-
End of Transaction						



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ISSUANCE OF CERTIFICATE OF EMPLOYMENT

Schedule of Availability of Service: Monday to Friday (8:00 a.m. to 5:00 p.m.)
 Who May Avail of the Service: Active Employees
 What are the requirements : None
 Duration: 14 Minutes

HOW TO AVAIL OF THE SERVICE:

Step	Applicant	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Registers in the HRMO Logbook for Certifications	Advices the applicant re: release of document	1 minute	Admin Aide	-	-
2		-Checks personnel data -Types certificate -Prints and initials	10 minutes	Admin Aide	-	-
3		-Signs certificate	1 minute	HRO / HRMA	-	-
4	Returns to HRMO and claim the requested document	Releases document to the applicant	1 minute	Admin Aide	-	-



APPLICATION FOR LEAVE

Schedule of Availability of Service: Monday to Friday (8:00 a.m. to 5:00 p.m.)
 Who May Avail of the Service: Central Administration Employees
 What are the requirements: Application for Leave (Form 6) duly accomplished and endorsed by the office head
 Additional Requirements if Applicable:
 Sick Leave of more than 5 days -Medical Certificate
 Maternity Leave -Medical Certificate
 Vacation Leave of 30 calendar days or more -University Clearance

Duration: 20 Minutes

HOW TO AVAIL OF THE SERVICE:

Step	Applicant	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Submits the application with complete requirement/s (if applicable) to the HRMO	-Receives application and requirements (if applicable). -Checks completeness -Advice applicant re: Schedule of release	2 minutes	Administrative Aide	-	Form 6 If applicable: -Med. Certif. -Univ. Clearance
2		-Reviews applicable policies -Checks available leave credits -Acts on the application	10 minutes	Administrative Aide	-	-
3		Signs/Certifies available leave credits	1 minute	HRMO/HRMA	-	-
4		Signs/approves Application for Leave	2 minutes	University President / Campus Administrator	-	-
End of Transaction						



Supply Office

PROFILE

LOCATION

AVAILABILITY OF SERVICE

8:00 am – 5:00 pm

CLIENTS

SERVICE REQUIREMENTS

DURATION





Services	Requirement	Duration of Activity	Person-in-charge	Fees	Form
Request for Purchase of Supplies	PPMP/APP/Budget Proposal	10 minutes /transaction	Clerk	None	Purchase Request
Request for Purchase of Equipment	PPMP/APP/Budget Proposal	10 minutes /transaction	Clerk	None	Purchase Request
Request for Purchase of Services	PPMP/APP/Budget Proposal	10 minutes /transaction	Clerk	None	Purchase Request / Prerepair Inspection
Issuance of Supplies	End-User	5 minutes / transaction	Storekeeper	None	Requisition and Step
Issuance of Equipment	End-User	5 minutes / transaction	Storekeeper	None	Acknowledgement Request of Equipment Inventory Custodian Step



Financial Services





Budget, Accounting and Cashier's Unit

PROFILE

We efficiently prepare and process the following:

- checks to pay valid obligations
- report of checks issued for submission to the Accounting Office
- payments received from clients.

LOCATION

Accounting and Cashiers Office

AVAILABILITY OF SERVICE

8:00 am – 5:00 pm

CLIENTS

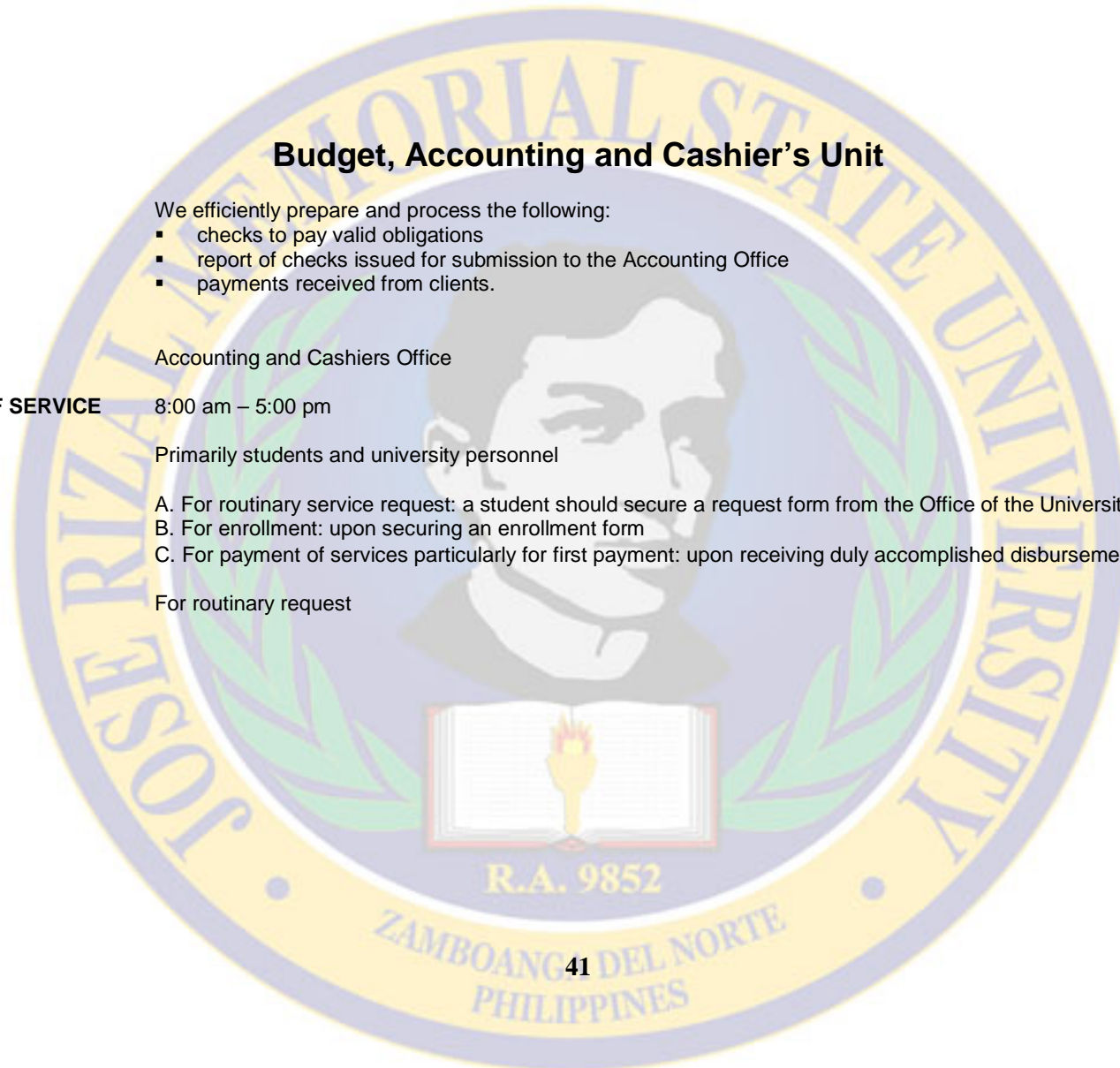
Primarily students and university personnel

REQUIREMENTS

- A. For routinary service request: a student should secure a request form from the Office of the University Registrar
- B. For enrollment: upon securing an enrollment form
- C. For payment of services particularly for first payment: upon receiving duly accomplished disbursement voucher

DURATION

For routinary request





A. ROUTINARY SERVICE REQUEST

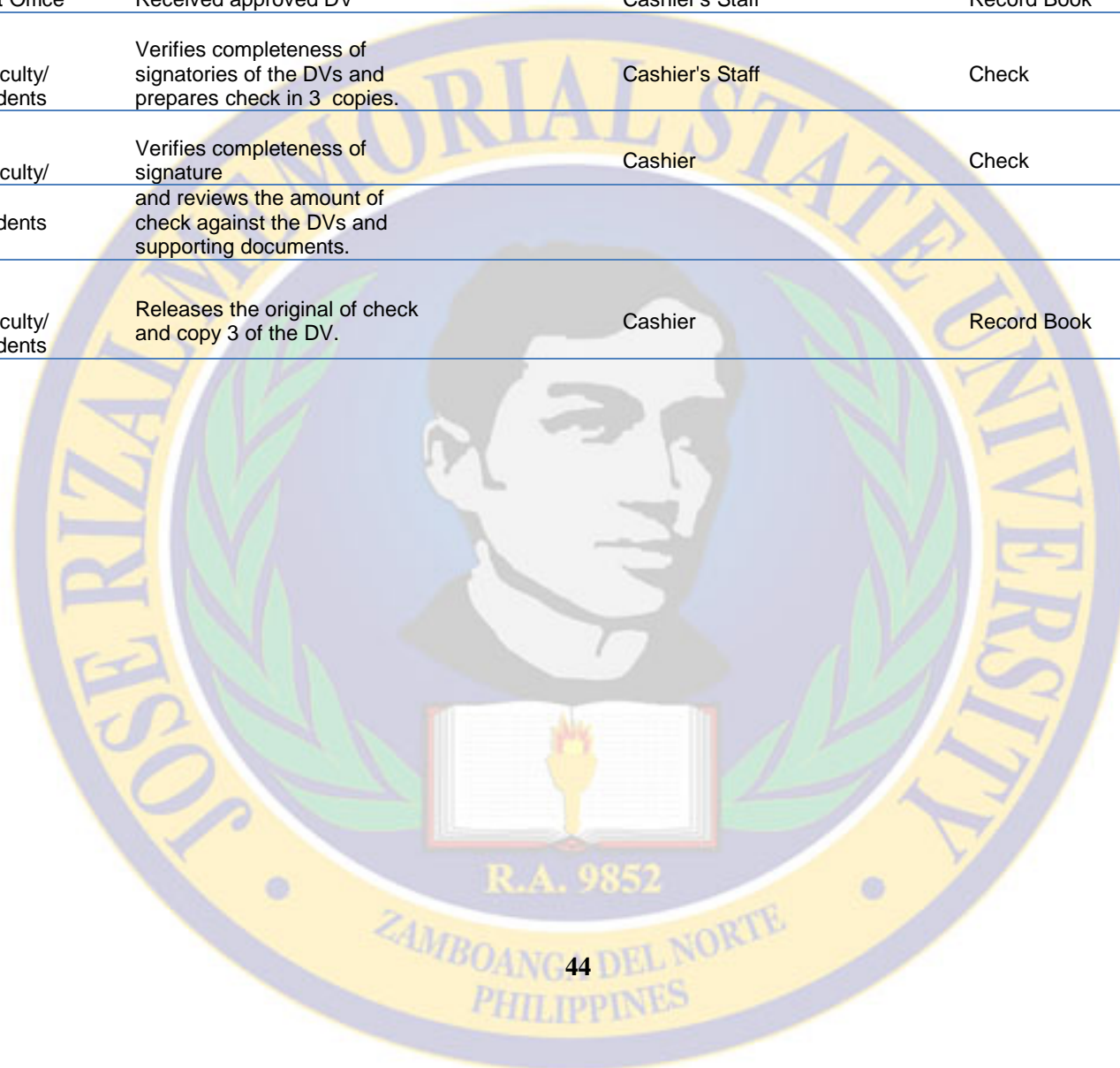
STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	FEES	FORM	SERVICE OUTPUT
1	DBM/RDC/CHED/ Senate/Congress	Preparation of Annual Budget	Annually	System Budget Officer		Budget Forms	Approved Budget
2	Designate Budget Officer per Campus	Allocate Budget for the campus	Annually	System Budget Officer		Refer to Budget Matrix	Approved Budget
3	Budget Staff	Received Budget / Allocation	Daily	Campus Budget Officer		ALOBS	
4	Supply Office	Received PRs from the supply office with attached APP for Procurement purposes	10 minutes/PR	Budget & Accountant		Purchase Request	Approved/Disapproved
	Supply Office	Returns PRs to the Supply Office	Upon approval	Accounting Staff		Record Book	Approved/Disapproved
	Supply Office	Receives Purchase Order and other supporting documents ready for procurement and Prepares ALOB for the appropriate charges	10 minutes/PR	Budget & Accountant		Record Book	Approved/Disapproved
5	Supply Office/Faculty/ Staff/Students	Receives Vouchers/payroll from respective clients	Daily	Campus Budget Officer		Prepares ALOBS for the appropriate Charges	
6	Supply Office/Faculty/ Staff/Students	Verify availability of allotment based on the RAOs, and Prepares ALOBS		Budget Staff		ALOBS	Verified



7	Supply Office/Faculty/Staff/Students	Records the amount in the appropriate Registry of Allotment and Obligation	Budget Staff	RAO's	Recorded
8	Supply Office/Faculty/Staff/Students	Review BURs./ORs and sign the same	Budget Officer	Obligation Slip	Approved/Request
9	Supply Office/Faculty/Staff/Students	Releases the PO/DVs,/Payroll to the Accounting Office	Budget staff	PO/DVs/Payroll	Approved/Disapproved
10	Supply Office/Faculty/Staff/Students	Receives DV/payroll with complete supporting documents	Accounting Staff	Record Book	Recorded
11	Supply Office/Faculty/Staff/Students	Assigned DV number and record in the log book	Accounting Staff	Record Book	Recorded
12	Supply Office/Faculty/Staff/Students	Check Index of payments from file & determines whether there was prior payment of the same claim	Accounting Staff	Index card	Recorded
13	Supply Office/Faculty/Staff/Students	Review Disbursement Voucher and supporting documents	Accountant	Disbursement Voucher	Approved/Disapproved
14	Supply Office/Faculty/Staff/Students	Forward the DV to the Head of Agency for Approval	Accounting Staff	Record Book	



15	President Office	Received approved DV	Cashier's Staff	Record Book	
16	Supply Office/Faculty/Staff/Students	Verifies completeness of signatories of the DVs and prepares check in 3 copies.	Cashier's Staff	Check	
17	Supply Office/Faculty/Staff/Students	Verifies completeness of signature and reviews the amount of check against the DVs and supporting documents.	Cashier	Check	Signs the check
18	Supply Office/Faculty/Staff/Students	Releases the original of check and copy 3 of the DV.	Cashier	Record Book	Releases check





B. ENROLLMENT

STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (For normal circumstance)	PERSON IN CHARGE	FEES	FORM
1	After securing the official enrollment form from the Office of the University Registrar proceed to Cashier's Office for payment	Issue an official receipt to client	3 – 5 minutes	Cashier Designate	Refer to Cashier's Matrix	None
End of Procedure						

C. PAYMENT OF SERVICES

STEP	CLIENT	SERVICE PROVIDER	DURATION OF ACTIVITY (For normal circumstance)	PERSON IN CHARGE	FEES	FORM
1	Coordinate with the respective units for follow up	If the requirements are sufficiently satisfied, checks are prepared for release.	2-3 working days	Cashier Designate	None	None
2	Present ID for proper identification	Release respective checks at Cashier's Office	2-3 minutes			



PROCEDURE IN FILING THE COMPLAINT (Based on the JRMSU Code)

S T E P	CLIENT AND SERVICE PROVIDER	DURATION OF ACTIVITY	PERSON IN CHARGE	F O R M
1	<ul style="list-style-type: none"> ▪ ●The complainant or aggrieved parties shall put the complaints in writing and sworn to by the complainant. ▪ The complaint shall state the full name and address of the complainant-plaintiff and the College to which he/she belongs; the substance of the claim evidence in support of the complaint if any; certification of non-forum shopping (in case of faculty and employee) made; grounds of action; the relief sought and the date the claim arose. ▪ The written complaint shall be filed with the Board of Discipline (BOD) through office of the student affairs in case of students, and to the Grievance Committee (GM) in case of faculty or employee. 		Complainant BOD GM	N N o o n n e e
2	<ul style="list-style-type: none"> ▪ Conduct a preliminary hearing by probing questions to the complainant and the witness he/she may produce; ▪ Upon probable cause, the Board of discipline/Grievance Committee shall issue a summon to the respondents. 	1 day	BOD and GM	N N o o n n e e
3	<ul style="list-style-type: none"> ▪ The respondents upon receipt of the summons shall answer the complaint within three (3) Days in writing, either denying specifically the material allegations of the complainant alleging any lawful defense or confirming the allegations raised or in the case of the faculty/employee shall submit a counter - affidavit/comment under oath within 3 days upon receipt furnishing a copy to the complaint. 	3 days	Complainant	N N o o n n e e
4	<ul style="list-style-type: none"> ▪ In any action, after receipt of the answer of the defendant, the Chairman of the Board of Discipline/Grievance Committee shall call upon the parties to appear before him/her for conference in order to consider the following: <ul style="list-style-type: none"> • Simplification of issues; • Possibility of obtaining stipulations or admission of facts and of documents to avoid unnecessary proof; • Consideration of other matters that may aid in the prompt disposition of the action; • Possibility of amicable settlement in cases that can be settled. 	1 day	BOD and GM	N N o o n n e e

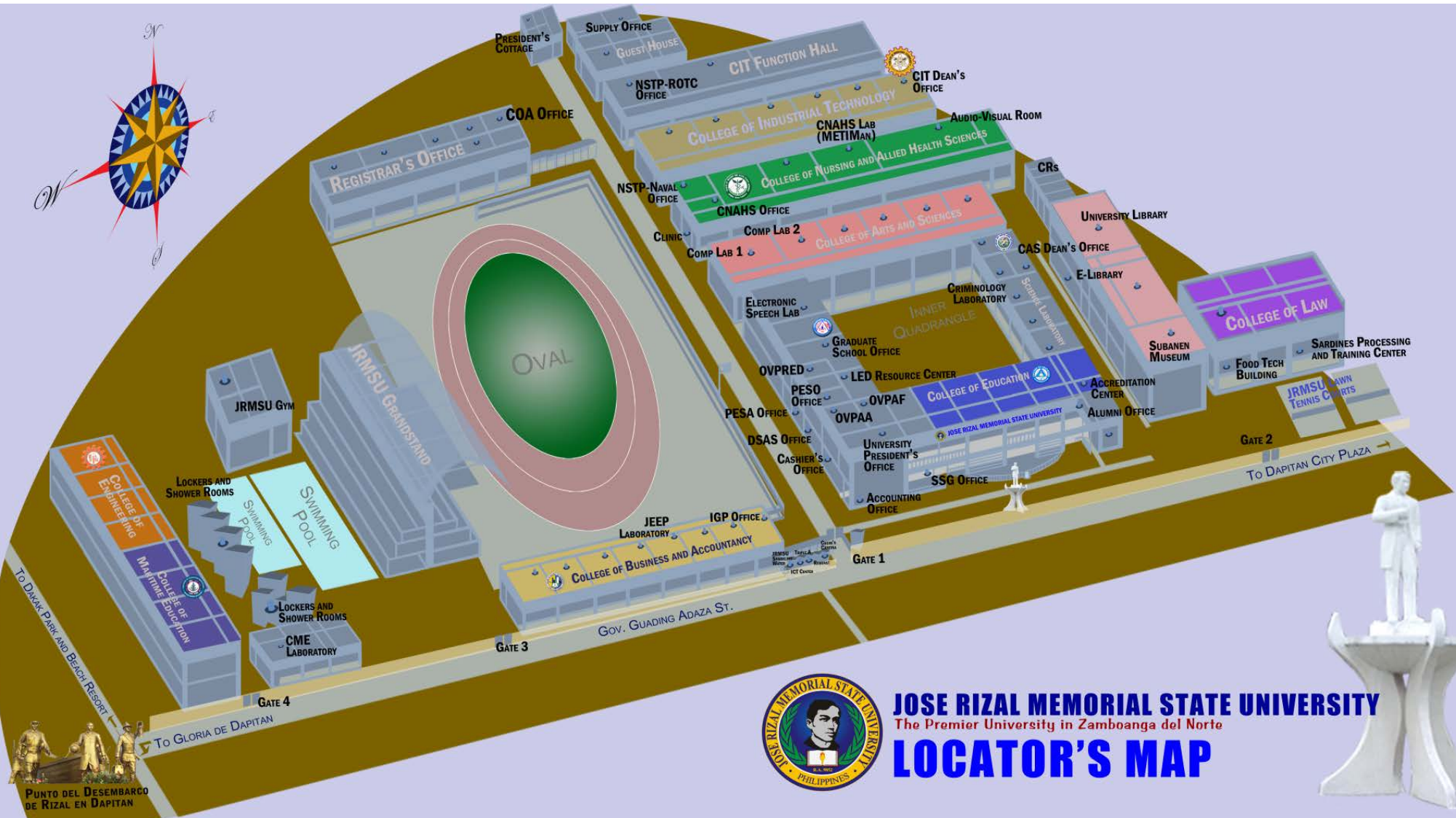
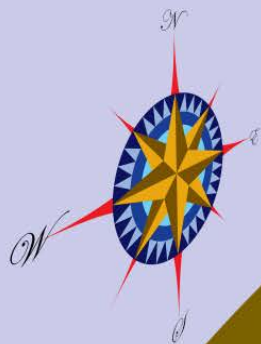


5	<ul style="list-style-type: none"> ▪ Preliminary Investigation shall be conducted by Board of Discipline/ Grievance Committee which involves the ex parte examination of the documents submitted by the complainant and the person complaint to, as well as the document available. ▪ During the preliminary investigation, proceeding shall be held under strict confidentiality. 	<p>Commence not later than five (5 days) from receipt of the complaint and shall be within fifteen (15) working days</p>	BOD, GM	<p>N N o o n n e e</p>
6	<ul style="list-style-type: none"> ▪ After the trial has been set, the Board of Discipline/Grievance Committee en bank shall follow the following order, in the conduct of the formal investigation: ▪ The Board of Discipline/Grievance Committee shall hear first the testimony of the complainant and his/her witnesses; ▪ Then, it listens to the testimony of the defendant and his/her witnesses; ▪ And, finally, hears the rebutting testimony that is offered by the complainant and the defendant. 	1 hour	<p>BOD GM Defendant Complainant Witness</p>	<p>N N o o n n e e</p>
7	<ul style="list-style-type: none"> ▪ Investigation Report - within five (5) working days from the termination of the Preliminary investigation, the Board of Discipline / Grievance Committee shall submit the investigation report and the complete records of the case to the University President. 	5 days	BOD and GM	<p>N N o o n n e e</p>
8	<ul style="list-style-type: none"> ▪ The Board of Discipline/Grievance Committee shall render judgment in favor of the Complainant or for the defendant three (3) days after trial and on the basis of the law and evidence presented. 	3 days	BOD and GM	<p>N N o o n n e e</p>
9	<ul style="list-style-type: none"> ▪ The decision of the majority of the quorum (1/2 plus 1) shall be necessary to pass judgment. Provided, that, a unanimous vote of the members present during the deliberation of the case shall be necessary for the imposition of either dismissal or expulsion; Provided, further, that failure to obtain a unanimous vote shall automatically call for the imposition of the lesser penalty of suspension. It shall be the duty of all members present to cast their vote. There shall be no abstentions. ▪ If the complainant does not appear at the time and place designated in the summons or in subsequent order without any justifiable cause, the Board of Discipline/Grievance Committee shall dismiss the complaints. 			<p>N N o o n n e e</p>
END OF TRANSACTION				

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ZAMBOANG DEL NORTE
PHILIPPINES

Citizen's CHARTER



JOSE RIZAL MEMORIAL STATE UNIVERSITY
The Premier University in Zamboanga del Norte
LOCATOR'S MAP



PHILIPPINES



JRMSU SYSTEM KEY OFFICIALS

EDGAR S. BALBUENA, Ed. D.
University President

AIDA O. LANIOSO, Ed. D.
Vice President for Academic Affairs

EVELYN R. CAMPISEÑO, Ed. D.
Vice President for Research, Extension and Development

DR. REYNALDO VENEZUELA, DPA
Vice President for Administration

MAIN CAMPUS, DAPITAN CITY

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Aida O. Lanioso, Ed.D.
Wilfredo D. Carreon, Jr. D.
Quindhe M. Banquiao, MAT
Narcisa S. Bureros, Ed. D.
Daisy J. Empeynado, M.P.M., M.A.N.
Quiliano E. Lasco, M.A.T.
Jose P. Enojada, Ed. D.
Expedito Columnas, 2/M
Jay D. Telen, M.A.
Marissa M. Recapente, Ed.D.
Chalee E. Camazo, Ll. B.

Dean, College of Law
Dean, Graduate School
Dean, College of Business and Accountancy
Dean, College of Arts and Sciences
Dean, College of Education
Dean, College of Nursing & Allied Health Sciences
Dean, College of Engineering
Dean, College of Industrial Technology
Dean, College of Maritime Education
Dean, Student Affairs and Services
Chief Administrative Officer
University / Board Secretary V

DIPOLOG CAMPUS, DIPOLOG CITY

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Marvin A. Recapente, D. M.
Felipe Pialago, M.T.E.
Regina Cinco

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Dean, College of Arts and Sciences
Dean, College of Education
Dean, College of Engineering and Technology
Dean, College of Criminology
Dean, Student Affairs and Services
Head, Administrative Services

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Carina C. Romarate, Ed.D.
Hemila D. Avenido, M.A.T.E.
Rolando P. Romasasa, MAEM

Campus Administrator, Katipunan Campus
Dean, Academic Instruction
Dean, College of Business and Management
Dean, College of Agriculture
Dean, College of Education
Dean, College of Technology
Dean, Student and Auxiliary Services

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Dean, College of Education
Dean, College of Arts and Sciences
Dean, Student and Auxiliary Services
Head, Administrative Services

SIOCON CAMPUS, SIOCON, ZAMBOANGA DEL NORTE

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Dean, College of Industrial Technology
Dean, Student Services

Acknowledgement

We are very indebted to Pamantasan ng Lungsod ng Maynila whose Citizen's Charter, our main reference, immensely helps in the completion of the current charter.