

RENEWAL OF RECOGNITION OF STUDENT ORGANIZATIONS

Schedule of availability of Service:

Monday – Friday; 8:00AM-12NN/ 1:00PM-5:00PM

Who may avail of the service:

All recognized student organizations of Bulacan State University

What are the requirements:

1. Constitution and By-Laws
2. List of Officers
3. Officer's Profile
4. Membership Form
5. Student Organization Performance Evaluation
6. Membership List (for 50 and above members)
7. Activity Proposal Form
8. Invitation Letter for the chosen adviser
9. Acceptance Letter of Organization's Adviser
10. Student Organization Adviser Performance Evaluation

CITIZEN'S CHARTER

The Citizen's Charter is in compliance with RA 9485 otherwise known as the Anti-Red Tape Act of 2007 (ARTA) and Civil Service Memorandum NO.12, S. 2008.

The Citizen's Charter is a product of collaborative efforts of the University's Key Officials, Deans, Directors and Heads of Units. It describes the **step-by-step procedures** in availing the key services of the University in commitment to provide efficient and highest quality services to the clients. It ensures transparency and right to information.



A Step Towards Better Governance

Contact Center ng Bayan

Your direct line to quality government service

Hotline: 1-6565 *5.00 VAT per call here in the Philippines via PLDT landlines from 8 am to 5 pm, Monday to Friday

SMS/Text Access: 0908-8816565

Log-on to www.contactcenterngbayan.gov.ph

Log-on to www.facebook.com/contactcenterngbayan

www.facebook.com/contactcenterngbayan

FEEDBACK AND REDRESS MECHANISMS

Bulacan State University shall establish and implement a feedback mechanism which includes the following:

- Accomplish our Customer Satisfaction Feedback Form available in the offices and put this in the drop box outside the concerned office or at the Centralized Receiving Unit, Ground Floor Level of the Flores Hall.
- Send your feedback through e-mail at officeofthepresident@bulsu.edu.ph or call (044)791-0153.

| | |
|------------------------------------|----------------------------------|
| Sources of feedbacks | Office-in-Charged |
| Feedback from Students and Parents | Office of the Student Affairs |
| Feedback from Faculty and Staff | Human Resource Management Office |



BULACAN STATE UNIVERSITY
Malolos City, Bulacan

VISION

Bulacan State University is a progressive knowledge generating institution globally recognized for excellent instruction, pioneering research, and responsive community engagements.

MISSION

Bulacan State University exists to produce highly competent, ethical and service-oriented professionals that contribute to the sustainable socio-economic growth and development of the nation.

CITIZEN'S CHARTER (Step-by-Step)

This Citizen 's Charter is in compliance with RA 9485 otherwise known as the Anti-Red Tape Act of 2007 (ARTA) and Civil Service Memorandum NO.12, S. 2008.

This Citizen 's Charter is a product of collaborative efforts of the University's Key Officials, Deans, Directors and Heads of Units. It **describes the step-by-step procedures** in availing the key services of the University in commitment to provide efficient and highest quality services to the clients. It ensures transparency and right to information.

We hope that on their part, the clients would respond and reciprocate in a positive way because we believe BuSU is pushing aggressively to make a difference.

SOAR BuSU!

Service to God and Community Order and Peace

Assurance of Quality and Accountability Respect and Responsibility

| Step | Applicant/Client | Service Provider | Duration | Person in Charge | Fees | Form |
|--|--|--|------------|------------------------|------|---|
| 1 | Accomplish the Student Organization Recognition Application Form and Letter of Intent address to the Dean of Student Affairs and Services. | Check the Student Organization Recognition Application Form. | 1 minute | OSO Staff | N/A | Student Organization Recognition Application Form |
| 2 | Attach a copy of Constitution and By-Laws, List of Officers, Officer's Profile, Adviser's Personal Information, Membership Form, Membership List (for 50 and above members), Activity Proposal Form, Invitation Letter for Advisers and Acceptance Letter of Organization's Adviser. | Check if all the requirements are complete. | 5 minutes | OSO Staff | N/A | Forms |
| 3 | Colloquium with the Head | Evaluate the student organization adviser and leader | 15 minutes | Oso Head | N/A | Student Organization Adviser Performance Evaluation Student Organization Performance Evaluation |
| 4 | | Sign and evaluate the application | 1 minute | OSO Staff and OSO Head | N/A | Forms and logbook |
| END OF TRANSACTION (TOTAL = 32 Minutes) | | | | | | |

OFFICE OF THE STUDENT AFFAIRS AND SERVICES

ISSUANCE OF CERTIFICATE OF GOOD MORAL

Monday – Friday: 8:00am – 5:00pm (No noon break)

Who may avail of the service: All students of the University

What are the requirements:

1. Clearance Form
2. Official Receipt

| Step | Applicant/Client | Service Provider | Duration | Person in Charge | Fees | Form |
|---|---|---|-----------|--------------------------|-----------|--|
| 1 | Applicant must accomplish and submit the following requirement to OSAS: A. Clearance Form B. Official Receipt | Receive accomplished clearance form and Official Receipt. | 5 minutes | OSAS Clerk and OSAS Dean | Php 25.00 | Clearance Form (BuSU-OP-OSA-01F2) Billing Slip (BuSU-OP-OSA-01F1) |
| 2 | Submit the accomplished requirement to OSAS | Prepare and release the Certificate of Good Moral Character | | | | Logbook for Issuance of Certificate of Good Moral Character (BuSU-OP-OSA-01F3) |
| END OF TRANSACTION (TOTAL = 5 Minutes) | | | | | | |

OFFICE OF THE STUDENT WELFARE

STUDENT GRIEVANCE

Schedule of availability of Service: Monday – Friday; 8:00AM-12NN/ 1:00PM-5:00PM

| Step | Applicant/Client | Service Provider | Duration | Person in Charge | Fees | Form |
|--|--|--|----------|----------------------------|------|---------|
| 1 | Complete required documents from receipt of request. | Received, process within 1 day from receipt of request without correction. | 1 Hour | OSW Staff and OSW Director | None | Logbook |
| END OF TRANSACTION (TOTAL = 1 HOUR) | | | | | | |

STUDENT PERSONAL INSURANCE ASSISTANCE

| Step | Applicant/Client | Service Provider | Duration | Person in Charge | Fees | Form |
|---|--|---|-----------|----------------------------|------|--|
| 1 | Accomplish all the needed requirements to the office of the Student Welfare. | Check all the requirements given by the insurance claimant. | 2 minutes | OSW Staff and OSW Director | None | Insurance form given by the insurance provider |
| 2 | Submit all the requirements to the office of the Student Welfare. | Forward the requirements (soft copy and hard copy) to insurance provider. | 1 minute | OSW Staff and OSW Director | None | Logbook |
| END OF TRANSACTION (TOTAL = 3 Minutes) | | | | | | |

DEATH CLAIM

| Step | Applicant/Client | Service Provider | Duration | Person in Charge | Fees | Form |
|---|--|---|-----------|----------------------------|------|--|
| 1 | Accomplish all the needed requirements to the office of the Student Welfare. | Check all the requirements given by the insurance claimant. | 2 minutes | OSW Staff and OSW Director | None | Insurance form given by the insurance provider |
| 2 | Submit all the requirements to the office of the Student Welfare. | Forward the requirements (soft copy and hard copy) to insurance provider. | 1 minute | OSW Staff and OSW Director | None | Logbook |
| END OF TRANSACTION (TOTAL = 3 Minutes) | | | | | | |

OFFICE OF THE STUDENT ORGANIZATIONS AND ACTIVITIES

Schedule of availability of Service: Monday – Friday; 8:00AM-12NN/ 1:00PM-5:00PM

RECOGNITION ON NEW ORGANIZATIONS

| Step | Applicant/Client | Service Provider | Duration | Person in Charge | Fees | Form |
|---|--|---|-----------|------------------------|------|---|
| 1 | Accomplish the Student Organization Recognition Application Form and Letter of Intent addressed to the Dean of Student Affairs and Services | Check the Student Organization Recognition Application Form | 2 Minutes | OSO Staff | None | Student Organization Recognition Application Form |
| 2 | Attach a copy of Constitution and By-Laws list of Officers, Officer's Profile, Adviser's Personal Information, Membership Form, Membership List (for 50 and above members), Activity Proposal Form, Invitation Letter for the chosen adviser and Acceptance Letter of Organization Adviser | Check if all the requirements are complete | 4 minutes | OSO Staff | None | Forms |
| 3 | Submit the Application | Sign and Evaluate the Application | 1 minute | OSO Staff and OSO Head | None | Forms and Logbook |
| END OF TRANSACTION (TOTAL = 7 Minutes) | | | | | | |

PROPOSAL OF ACTIVITIES

| Step | Applicant/Client | Service Provider | Duration | Person in Charge | Fees | Form |
|---|---|---|-----------|------------------|------|---|
| 1 | Accomplish the Checklist requirements for Extramural Activities of Students Organizations and Approval Letter for Activity | Check requirements for Extramural Activities of Students Organizations and Approval Letter for Activity | 2 Minutes | OSO Staff | None | Checklist requirements for Extramural Activities of Students Organizations and Approval Letter for Activity |
| 2 | Attach the Activity Proposal Form, Faculty Companion Form, Dean and Adviser Certification, Parental Consent Form (outside Bulacan must be notarized), List of Participants, Invitation from Sponsoring Organization, CHED Endorsement (if available), Medical Certificate (required for international events) and Certification from the Office of Student Organizations. | Check if all the requirements are complete | 4 Minutes | OSO Staff | None | Forms |
| | | Sign and evaluate the application | 1 Minute | OSO Head | None | Forms and Logbook |
| END OF TRANSACTION (TOTAL = 7 Minutes) | | | | | | |

APPLICATION FOR OUTSTANDING STUDENT ORGANIZATION, APPLICATION FOR OUTSTANDING TUDENT ORGANIZATION ADVISER AND OUTSTANDING STUDENT ORGANIZATION

| Step | Applicant/Client | Service Provider | Duration | Person in Charge | Fees | Form |
|---|---|---|-----------|------------------------|------|---|
| 1 | Accomplish the Student Organization Recognition Application Form and Letter of Intent addressed to the Dean of Student Affairs and Services | Check the Student Organization Recognition Application Form | 2 Minutes | OSO Staff | None | Student Organization Recognition Application Form |
| 2 | Attach a copy of Constitution and By-Laws List of Officers, Officer's Profile, Adviser's Personal Information, Membership Form, Membership List (for 50 and above members), Activity Proposal Form, Invitation Letter for the chosen adviser and Acceptance Letter of Organization Adviser Accomplishment Report and Financial Report of the preceding term. | Check if all the requirements are complete | 5 Minutes | OSO Staff | None | Forms |
| 3 | | Sign and Evaluate the application | 1 Minute | OSO Staff and OSO Head | None | Forms and Logbook |
| END OF TRANSACTION (TOTAL = 8 Minutes) | | | | | | |