



J.H. CERILLES STATE COLLEGE



# CITIZEN'S CHARTER FY 2022

*"Quality Education for Service"*





# **J. H. CERILLES STATE COLLEGE SYSTEM**

**CITIZEN'S CHARTER**  
2022 2<sup>nd</sup> Edition



## **I. Mandate**

The College shall offer undergraduate and graduate courses in the fields of education, agriculture, fisheries, forestry, engineering, industrial technologies, arts and sciences, and other degree courses as the Board of Trustees may deem necessary to carry out its objectives.

## **II. Vision**

Leading public higher education institution serving the ASEAN community with quality, innovative, and culture – sensitive programs.

## **III. Mission**

- Provides relevant and responsive programs in Agriculture, Education and other courses deemed necessary for the fulfillment of its vision.
- Undertakes applied research, extension and production services that yield workable and durable solutions to sector specific challenges, thus improving the socio-economic well-being of identified communities.

## **IV. Core Values**

**J** – Justice

**H** – Honesty

**C** – Credibility

**S** – Social Responsibility

**C** – Collaboration

## **V. Performance Pledge**

We, educators and members of JHCSC, continually renew our commitment to:

Journey through greatness and nobility of purpose.  
Join hand in hand in the molding of your minds.

Hold fast to the aspirations of our heroes. Hear the cries of the needy and the grievances of the oppressed.

Call for unity, harmony and accord. Correct the past missteps and move on.

Sail through the seas of doubt, dismay and conflict. Soar through the heights of success.

Compete for innovation and development. Change for the better: transform for the best.



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# **Office of the Student Affairs and Services**

## **External Services**



## 1. Application for the Issuance of a Certificate of Good Moral Character (CGMC)

Students who are undergraduates and graduates with no offenses against the rules and policies of this institution.

<b>Office:</b>	Student Affairs and Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Students and Graduates			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p><b>Preliminary Requirements:</b></p> <ol style="list-style-type: none"> <li>1. Duly accomplished CGMC request form;</li> <li>2. Duly accomplished Student's Clearance;</li> <li>3. Valid Identification Card; and</li> <li>4. Official Receipt as proof of payment</li> </ol> <p><b>Additional Requirements (in case a second person files the request)</b></p> <ol style="list-style-type: none"> <li>1. Duly accomplished authorization form;</li> <li>2. One (1) photocopy of Student's ID card and presents the original ID for verification purpose only; and</li> <li>3. One (1) photocopy of the authorized person's ID and presents the original ID for verification purpose only.</li> </ol> <p><b>Additional Requirement (if the student is from the External Unit)</b></p> <ol style="list-style-type: none"> <li>1. Duly accomplished endorsement form signed by the APD or Liaison Officer</li> </ol>		Student Affairs and Services		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents all the documentary requirements.	1.1 Receives and evaluates all documentary requirements presented.	None	5 minutes	Office of the Student Affairs and Services (OSAS) Staff
2. Fill-out and affix his/her signature in the request for CGMC Logbook.	2.1 Request the client to fill-out the Request for CGMC Logbook.	None	5 minutes	OSAS Staff
3. Waits for the verbal confirmation/ instruction from the responsible OSAS personnel.	3.1 Advices the client to wait for few minutes: 3.2 Scanning of the student's record; and 3.3 Encoding the certificate.	None	10 minutes	OSAS Staff





<b>TOTAL</b>		<b>20 minutes</b>	
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## 2. Unblocking the “Blocked” Students in the Online Clearance

Confirming students who are cleared by their obligations and requirements.

<b>Office:</b>	Student Affairs and Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	JHCSC Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Preliminary Requirements:</b> 1. Final Examination Permit; and 2. School Identification Card  <b>Additional Requirements (for Mayors, SSC and Club Officers)</b> 1. Accomplishment Report 2. Financial Report 3. Resolution or Minutes of the Meeting (photocopy)		Student Affairs and Services		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents all the requirements.	1.1 Receives and evaluates the documentary requirements presented.	None	5 minutes	Office of the Student Affairs and Services (OSAS) Staff
2. Waits for the verbal confirmation/ instruction from the responsible OSAS personnel.	2.1 Gives a verbal confirmation that the student is already cleared at the OSAS.	None	5 minutes	OSAS Staff
<b>TOTAL</b>			<b>10 minutes</b>	

## 3. Application for Recognition/ Renewal of Club/ Organization

The student will recognize their club organization if all requirements are completed.

<b>Office:</b>	Student Affairs and Services
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who may avail:</b>	JHCSC Students



<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<p><b>Documentary Requirements for Recognition</b></p> <ol style="list-style-type: none"> <li>1. Formal Letter of Application addressed to the President through the DSA;</li> <li>2. Constitution and By-Laws with clear objectives of the organization;</li> <li>3. Calendar of activities; and</li> <li>4. Name of faculty adviser/s with letter of acceptance addressed to the Dean of Student Affairs and Services.</li> </ol> <p><b>Documentary Requirements for Renewal</b></p> <ol style="list-style-type: none"> <li>1. Updated Constitution and By-Laws;</li> <li>2. Updated List of Officers;</li> <li>3. Updated List of Members;</li> <li>4. Names of Adviser/s;</li> <li>5. Calendar of Activities;</li> <li>6. Annual Report that contains the following:               <ol style="list-style-type: none"> <li>i. Accomplishment Report signed by the president and the faculty adviser; and</li> <li>ii. Audited Financial Report duly signed by the treasurer, president, and the faculty adviser (only for organizations who collected fees)</li> </ol> </li> <li>7. Certificate of Attendance in Seminars;</li> <li>8. Photocopy of Organization's Minutes and Resolutions; and</li> <li>9. Photocopy of Passbook containing the details of every transaction</li> </ol>		Student Affairs and Services		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents all the documentary requirements.	1.1 Receives and evaluates all documentary requirements presented.	None	10 minutes	Office of the Student Affairs and Services (OSAS) Staff
2. Waits for the verbal confirmation/ instruction from the responsible OSAS personnel.	2.1 Advises the client to attend the Flag Raising Ceremony on the following Monday for the awarding of Certificate of Recognition/ Renewal	None	1 minute	OSAS Staff
<b>TOTAL</b>			<b>11 minutes</b>	



#### 4. Rendition of Community Services

Students who will not attend the school activities and flag raising ceremony will render community services.

<b>Office:</b>	Student Affairs and Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	JHCSC Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Preliminary Requirements</b> 1. Duly accomplished Community Service Request Form 2. School Identification Card  <b>Additional Requirements</b> 1. Community Service Tool (brooms, bolo, etc.)		Student Affairs and Services		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents a duly accomplished Community Service Form	1.1 Receives and evaluates the number of absences.	None	5 minutes	Office of the Student Affairs and Services (OSAS) Staff
2. Waits for the verbal confirmation/ instruction from the responsible OSAS personnel.	2.1 Give a verbal instruction on the exact area to be cleaned/ beautify.	None	1 minute	OSAS Staff
<b>TOTAL</b>			<b>6 minutes</b>	

#### 5. Re-Issuance of Validation Stickers

Students who will enroll the semester will get a validation sticker.

<b>Office:</b>	Student Affairs and Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	JHCSC Students, Liaison Officers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certificate of Enrolment 2. School Identification Card		Student Affairs and Services		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present a Certificate of	1.1 Receives and evaluates the students	None	2 minutes	Office of the Student Affairs



Enrolment during the said semester.	if she/he really enrolled.			and Services (OSAS) Staff
2. Waits for the verbal confirmation/ instruction from the responsible OSAS personnel.	2.1 Request the client to fill-out the Request for Validation Stickers Logbook.	None	1 minute	OSAS Staff
<b>TOTAL</b>			<b>3 minutes</b>	



# **Office of the Admission and Testing**

## **External Services**



## 1. Application for Admission

Students who want to take the admission test shall submit their application through online.

<b>Office:</b>	Admission and Testing			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Transferee, Returnee, Graduating/Graduate of Senior High School			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Senior HS Report Card (138/137) / Certificate as Grade 12 graduating student 2. Transcript of Records (TOR) / Honorable Dismissal / Certificate of Enrollment		Student Current School		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Create Cloud Account	1.1 Provide username and password to student through their email	None	1 day	Admission / MIS personnel
2. Fill in the required information for the application for admission through Online Portal	2.1 Waiting for students to submit their application	None	5 minutes	Student
3. Upload their PDF requirements	3.1 Give students the time, date, and testing site for their admission test (approved)	None	1 day	Admission personnel
4. Take the College Admission Test	4.1 Conduct the examination for students	None	40 minutes	Admission personnel
<b>TOTAL</b>			<b>2 days and 45 minutes</b>	





# **Office of the Scholarship**

## **External Services**



## 1. Validation of Student in the Scholarship Programs

Assists scholarship grantees in completion of their requirements.

<b>Office:</b>	Student Scholarship			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Transferee, Returnee, Graduating/Graduate of Senior High School			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Printed Certificate of Registration (COR)		Registrar's Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Must be enrolled in the Institution	1.1 Validates/ Bills the grantee in the Integrated Scholarships Management System data module. 1.2 Print COR 1.3 Dry Seal the COR by the Scholarship In-Charge 1.4 Notarize Billing and Validation 1.5 Submit to CHED R-IX and review for payroll	None	5 minutes	OSSFS Personnel
2. Receives the allowance	2.1 Advises the grantee to proceed to: i. Sign in the Payroll and produce six (6) copies of two (2) valid ID's at Cashier's Office ii. Cashier for release of allowance	None	7 minutes	OSSFS Personnel
<b>TOTAL</b>			<b>12 minutes</b>	



# **Office of the Registrar**

## **External Services**



## 1. Enrolment of New, Transferees and Old Students

Give students the opportunity to gain an in-depth knowledge of their chosen subject and develop transferable skills such as communication, presentation and problem-solving skills, while enhancing their ability to work as part of a team.

<b>Office:</b>	Registrar			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	New Students, Transferees and Old Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>For First Year Students:</b> <ol style="list-style-type: none"> <li>Form 138-A (HS Card)</li> <li>Certificate of Good Moral Character</li> <li>SECPA of Birth Certificate</li> <li>Two (2) copies of 2x2 ID colored pictures</li> <li>One (1) copy of 1x1 ID colored picture</li> <li>Medical Certificate</li> <li>Entrance Examination Result</li> </ol>		From High School where the student graduated.		
<b>For Transferees:</b> <ol style="list-style-type: none"> <li>Certificate of Transfer Credentials (Honorable Dismissal)</li> <li>Transcript of Records (informative copy)</li> <li>SECPA of Birth Certificate</li> <li>Two (2) copies of 2x2 ID colored pictures</li> <li>Two (2) copy of 1x1 ID colored pictures</li> <li>Medical Certificate</li> <li>Entrance Examination Result</li> </ol>		From the College/University where the student last attended.		
<b>For Old/Returning Students:</b> <ol style="list-style-type: none"> <li>Accomplished Student's Clearance</li> <li>Approved Leave of Absence</li> <li>Rating Slip</li> </ol>		Students officially admitted in the school but temporarily stopped schooling.		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Proceed to the Registrar's Office to have your enrolment approved.	1.1 Manual validation of student's onsite enrolment and issue COR. 1.2 Click Save and OK buttons in the Portal System for electronic validation of student's online enrolment and issue COR.	None	5 minutes  1 minute	Registrar's Office Staff
<b>TOTAL</b>			<b>6 minutes</b>	



## 2. Onsite Personal Processing of TOR/Diploma/137-A/Certifications

Students and Alumni request academic records/documents for the following purposes:

- Scholarship requirement;
- Financial Assistance requirement;
- Transfer of studies to another institution;
- Continuing Graduate and Post Graduate Studies;
- Board examination requirement;
- Employment requirement; and
- Employment Promotion requirement

<b>Office:</b>	Registrar			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	All Students and Graduates of JHCSC			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Student's Clearance 2. Documentary Stamp (1 stamp/document) 3. Authorization Letter (if by proxy) 4. Photocopy of valid ID with printed colored picture			Registrar's Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Get priority number.	1.3 Provide priority number.	None	1 minute	Registrar's Office Staff
2. Submit the priority number and get the request form.	2.1 Issue request form.	None	1 minute	Registrar's Office Staff
3. Fill up the request form.	3.1 Received accomplished form together with student's clearance.	None	1 minute	Registrar's Office Staff
4. For regular programs: The counter clerk will turn over the requested form to the retrieval of records.  For special programs: the counter clerk give the accomplished form to the in-charge for him to get the	4.1 Retrieve the records.	None	30 minutes	Registrar's Office Staff



permanent record from the School Dean, then proceed to 6, 7, and 8 step.				
5. Assessment of Academic Records	5.1 Assess the number of pages for the academic records requested.	None	1 minute	Registrar's Office Staff
6. Pay the corresponding fees to the cashier.	6.1		2 hours	Cashier payment varies and in accordance with BOT Approved Resolution No. 14, series of 2017.
7. Submit Official Receipt	7.1 Issue claim slip of requested records	None	2 minutes	Registrar's Office Staff
8. Present the claim slip on the scheduled date.	8.1 Release the requested document.	None	10 minutes	Registrar's Office Staff
<b>TOTAL</b>			<b>2 hours and 46 minutes</b>	

### 3. Online Processing of TOR/Diploma/137-A/Certifications

Students and Alumni request academic records/documents for the following purposes:

- Scholarship requirement;
- Financial Assistance requirement;
- Transfer of studies to another institution;
- Continuing Graduate and Post Graduate Studies;
- Board examination requirement;
- Employment requirement; and
- Employment Promotion requirement

<b>Office:</b>	Registrar
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who may avail:</b>	All Students and Graduates of JHCSC
<b>CHECKLIST OF REQUIREMENTS</b>	<b>WHERE TO SECURE</b>
1. Student's Clearance 2. Documentary Stamp (1 stamp/document) 3. Authorization Letter (if by proxy) 4. Photocopy of valid ID with printed colored picture	Registrar's Office





<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Online request form must be sent thru email add: registrar@jhsc.edu.ph	1.1 Priority processing on a "first come, first serve" basis of the emailed request.	None	1 minute	Registrar's Office Staff
2. For regular programs: The counter clerk will turn over the requested form to the retrieval of records.  For special programs: the counter clerk give the accomplished form to the in-charge for him to get the permanent record from the School Dean, then proceed to 6, 7, and 8 step.	2.1 Retrieve the records.	None	30 minutes	Registrar's Office Staff
3. Assessment of Academic Records	3.1 Assess the number of pages for the academic records requested.	None	1 minute	Registrar's Office Staff
4. Pay the corresponding fees to the cashier including the balance of the previous accounts and mailing services in sending the requested documents to the requesting party.	4.1 Payment should be addressed to the Collection Officer, JHCSC (Main Campus) using the online remittance company.		1 minute	Cashier
5. Official Receipt must be forwarded to the Registrar's Office.	5.1 Claim slip must be forwarded to the requesting party's email address	None	10 minutes	Registrar's Office Staff
6. Releasing and sending the hard copies to the requesting party thru mailing services on his/her specified address.	6.1 Release the requested document.	None	1 minute	Registrar's Office Staff
<b>TOTAL</b>			<b>44 minutes</b>	



# **Office of the Health Services (Clinic)**

## **External Services**



## 1. Application for Pre-Enrolment Physical Examination

Students shall be provided primary healthcare services administered by licensed medical, dental and allied professional as per CMO NO. 09, Section 27 of Article IX.

<b>Office:</b>	College Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	JHCSC Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Medical and Dental Form		Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submits notice of Admission	1.1 Instructs students to fill out Medical and Dental Record Forms.	None	5 minutes	Dentist; Nurse; Dental Aide; Clinic Staff
2. Submits self for procedure	2.1 Takes the height, weight, blood pressure and pulse rate.	None	5 minutes	Nurse; Clinic Staff
3. Goes to the Dental Clinic for examination	3.1 Conducts dental examination.	None	30 minutes	Dentist; Dental Aide
4. Goes to the Medical Clinic for examination	4.1 Conducts medical examination.	None	15 minutes	Nurse; Clinic Staff
<b>TOTAL</b>			<b>55 minutes</b>	

## 2. Application for Consultation and Treatment

Students shall be provided primary healthcare services administered by licensed medical, dental and allied professional as per CMO NO. 09, Section 27 of Article IX.

<b>Office:</b>	College Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	JHCSC Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Present School ID 2. Clinic Visitation Form		1. Student 2. Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Registers in the Logbook	1.1 Gives clinic visitation form to the client 1.2 Reviews form if properly filled-up.	None	3 minutes	Nurse; Clinic Staff
2. Goes to the admitting area/examination area	2.1 Examines patient through: - Interview - Observation - Taking of vital signs (BP, RR, PR, BT, Height, Weight, etc.) - Blood Glucose Test 2.2 Fills Vital Signs record & Blood Glucose Monitoring Sheet	None	5 minutes	Nurse; Clinic Staff
3. Goes to the Treatment Area	3.1 Carries-out nursing intervention - Dispenses medicines - Health Education - Final Instruction - Preparation of certifications and referrals - Inform patient of follow-up visit	None	15 minutes	Nurse; Clinic Staff
4. Signs Data Forms	4.1 Secures patient's signature on Data Forms	None	1 minute	Clinic Staff
<b>TOTAL</b>			<b>24 minutes</b>	

### 3. Application for Dental Check-up

Students are given free dental check-up as to provide mechanisms to promotes healthy life style.

<b>Office:</b>	College Clinic
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who may avail:</b>	JHCSC Students



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Present School ID 2. Clinic Visitation Form		1. Student 2. Clinic		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fills up patient's card	1.1 Check patient's card	None	10 minutes	Dentist; Dental Aide
	1.2 Interviews patient and record data gathered		1 minute	
2. Goes to the treatment room	2.1 Examines patient	None	25 minutes	Dentist
	2.2 Prepares instruments needed			
3. Opens mouth for oral examination	3.1 Records all carious and missing teeth and any abnormalities observed in the oral cavity	None	5 minutes	Dentist
4. Gargles	4.1 discuss proper oral hygiene to the patient and gives recommendations	None	10 minutes	Dentist
5. Goes to the Receiving Area	5.1 Records all services in the patient's card and in the logbook.	None	1 minute	Dentist; Dental Aide
	5.2 Keeps patient's card in the file cabinet		1 minute	
6. Affixes signature on the patient's logbook	6.1 Secures signature of patient in the patient's logbook	None	1 minute	Dentist; Dental Aide
<b>TOTAL</b>			<b>54 minutes</b>	



# **Office of the Health Services (Clinic)**

## **Internal Services**





## 1. Application for Consultation and Treatment

Employees also shall be provided primary healthcare services administered by licensed medical, dental, and allied professional as per CMO No. 09, Section 27 of Article IX.

<b>Office:</b>	College Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	JHCSC Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Present School ID 2. Clinic Visitation Form		1. Faculty and Staff 2. Clinic		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Registers in the Logbook	1.1 Gives clinic visitation form to the client 1.2 Reviews form if properly filled-up.	None	3 minutes	Nurse; Clinic Staff
2. Goes to the admitting area/examination area	2.1 Examines patient through: - Interview - Observation - Taking of vital signs (BP, RR, PR, BT, Height, Weight, etc.) - Blood Glucose Test 2.2 Fills Vital Signs record & Blood Glucose Monitoring Sheet	None	5 minutes	Nurse; Clinic Staff
3. Goes to the Treatment Area	3.1 Carries-out nursing intervention - Dispenses medicines - Health Education - Final Instruction - Preparation of certifications and referrals - Inform patient of follow-up visit	None	15 minutes	Burse; Clinic Staff



4. Signs Data Forms	4.1 Secures patient's signature on Data Forms	None	1 minute	Clinic Staff
<b>TOTAL</b>			<b>24 minutes</b>	

## 2. Application for Dental Check-up

Employees should also be given free dental check-up as to provide mechanisms to promote healthy lifestyle.

<b>Office:</b>	College Clinic			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G – Government to Government			
<b>Who may avail:</b>	JHCSC Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Present School ID 2. Clinic Visitation Form		1. Faculty and Staff 2. Clinic		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fills up patient's card	a. Check patient's card	None	10 minutes	Dentist; Dental Aide
	b. Interviews patient and record data gathered		1 minute	
2. Goes to the treatment room	2.1 Examines patient	None	25 minutes	Dentist
	2.2 Prepares instruments needed			
3. Opens mouth for oral examination	3.1 Records all carious and missing teeth and any abnormalities observed in the oral cavity	None	5 minutes	Dentist
4. Gargles	4.1 Discuss proper oral hygiene to the patient and gives recommendations	None	10 minutes	Dentist
5. Goes to the Receiving Area	5.1 Records all services in the patient's card and in the logbook.	None	1 minute	Dentist; Dental Aide
	5.2 Keeps patient's card in the file cabinet		1 minute	
6. Affixes signature on the patient's logbook	6.1 Secures signature of patient in the patient's logbook	None	1 minute	Dentist; Dental Aide



<b>TOTAL</b>		<b>54 minutes</b>	
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**Office of the Guidance and Counseling  
External Services**



## 1. Request for Information

This intends to provide the students a systematic collection and proper dissemination of important information from the inside and outside the campus environment, to enable them make informed judgments. This will also help them develop their personal-social life, guide them choose the appropriate academic/non-academic programs, knowing the job opportunities and qualifications, and help them learn about the world of careers for them to make the right decisions for their future.

<b>Office:</b>	Guidance & Counseling			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	JHCSC Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Validated School ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the client log book in the office.	1.1 Receive the client log book.	None	1 minute	Guidance Counselor/ Staff
2. Submit the required documents to the Guidance Counselor	2.1 Receive the required documents and check for completeness.	None	20 minutes	Guidance Counselor/ Staff
3. The students ask the specific information she/he wishes to ask in the area of Guidance Services and even outside its domain such as CAT information, enrolment and courses offered, SPES, SPF, job opportunities.	3.1 Start processing the request.	None	5 minutes	Guidance Counselor/ Staff
<b>TOTAL</b>			<b>26 minutes</b>	



## 2. Individual Inventory

This refers to the comprehensive identification of students' information stored in a cumulative envelopes to evaluate their studies, characteristics, potentials and difficulties for appropriate placement, diagnoses, decision-making, predicting progress and serves as basis for future counseling.

<b>Office:</b>	Guidance & Counseling			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	JHCSC Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Validated School ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book in the office.	1.1 Give the Log Book to the client.	None	5 minutes	Guidance Counselor/ Staff
2. Submit the required documents to the Guidance Counselor staff	2.1 Receive the required documents and check for completeness.	None	30 seconds	Guidance Counselor
3. Fill-out the form and present it to the School Guidance Counselor	3.1 Check/Review the Student Inventory Form and keep it at the steel cabinet with utmost confidentiality.	None	1 minute	Guidance Counselor
<b>TOTAL</b>			<b>6 minutes &amp; 30 seconds</b>	

## 3. Counseling (referred)

This is the most vital part of the guidance program. It provides a dynamic one-on-one interaction/communication between a counselor and a counselee/s who need/s helps for the purpose of bringing about a meaningful awareness of the self and social environment.

Moreover, the counselor employs systematic strategies and interventions, and interprets data gathered about each counselee and connects them about the world outside the client in order to facilitate growth, adjustment and problem resolution.

Hence, this service aims to help each client become self-actualizing, attain self-realization, and become a fully functioning person.



<b>Office:</b>	Guidance & Counseling			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	JHCSC Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Validated School ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book in the office.	1.1 Give the Log Book to the client.	None	1 minute	Guidance Counselor/ Staff
2. Submit the required documents to the Guidance Counselor	2.1 Receive the required documents and check for completeness.	None	1 minute	Guidance Counselor
3. Receive the call slip.	3.1 The Guidance Staff will receive the referral form filled up by a concerning party (instructor, co-student, staff, others). The referred case will then be evaluated by the guidance counselor.	None	5 minutes	Guidance Counselor/ Staff
<b>TOTAL</b>			<b>7 minutes</b>	

#### 4. Counseling (walk-in)

This is the most vital part of the guidance program. It provides a dynamic one-on-one interaction/ communication between a counselor and a counselee/s who need/s help for the purpose of bringing about a meaningful awareness of the self and social environment.

Moreover, the counselor employs systematic strategies and interventions, and interprets data gathered about each counselee and connects them about the world outside the client in order to facilitate growth, adjustment and problem resolution.

Hence, this service aims to help each client become self-actualizing, attain self-realization, and become a fully functioning person.

<b>Office:</b>	Guidance & Counseling
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C – Government to Citizen
<b>Who may avail:</b>	JHCSC Students



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Validated School ID				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office.	1.1 Give the Log Book to the client.	None	1 minute	Guidance Counselor/ Staff
2. Submit the required documents to the Guidance Counselor	2.1 Receive the required documents and check for completeness.	None	1 minute	Guidance Counselor
3. Receive the call slip.	3.1 The Guidance will meet the student during the scheduled counseling sessions and testing.	None	5 minutes	Guidance Counselor/ Staff
<b>TOTAL</b>			<b>7 minutes</b>	

## 5. Referral

This is the tapping of agencies, organizations, or individuals that may be of better assistance in the counselee's resolution of problems and attainment of full potential.

<b>Office:</b>	Guidance & Counseling			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	JHCSC Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Validated School ID				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Sign in the Client Log Book in the office.	1.1 Give the Log Book to the client.	None	1 minute	Guidance Counselor/ Staff
2. Submit the required documents to the Guidance Counselor	2.1 Receive the required documents and check for completeness.	None	1 minute	Guidance Counselor
3. The student will be inform about the referral.	3.1 The Counselor will set time for the referral.	None	1 minute	Guidance Counselor/ Staff
	3.2 The Counselor will prepare all the necessary		30 minutes	





	documents for the referral.		30 minutes	
	3.3 The Counselor will inform the student (client) about the referral.		30 minutes	
	3.4 The Counselor will inform the parents/ guardians of the student (client).		30 minutes	
<b>TOTAL</b>			<b>1 hour &amp; 31 minutes</b>	

## 6. Psychological Testing and Assessment

This is the tapping of agencies, organizations, or individuals that may be of better assistance in the counselee's resolution of problems and attainment of full potential.

<b>Office:</b>	Guidance & Counseling			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	JHCSC Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Validated School ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book in the office.	1.1 Give the Log Book to the client.	None	1 minute	Guidance Counselor/ Staff
2. Submit the required documents to the Guidance Counselor	2.1 Receive the required documents and check for completeness.	None	1 minute	Guidance Counselor
3. The student will ask for an appointment to take a physiological test.	a. The Counselor will set time for the testing.	None	2 minutes	Guidance Counselor/ Staff
	b. The Counselor will prepare the testing materials needed during the test.		5 minutes	
	c. The Counselor will conduct the tests.		2 hours	
	d. The Counselor will score – interpret and		30 minutes	



	analyze the test results. e. The Counselor will disseminate the tests results.		5 minutes	
<b>TOTAL</b>			<b>2 hours &amp; 44 minutes</b>	

## 7. Student Peer Facilitators Program

This is a guidance and counseling service dedicated in assisting students throughout their stay in the state college by establishing one-on-one peer-mentoring relationships between students.

<b>Office:</b>	Guidance & Counseling			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	JHCSC Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Validated School ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book in the office.	1.1 Give the Log Book to the client.	None	1 minute	Guidance Counselor/ Staff
2. Submit the required documents to the Guidance Counselor	2.1 Receive the required documents and check for completeness.	None	20 minutes	Guidance Counselor
3. The students ask the specific SPF, job.	a. The Counselor will set time for the recruitment schedule. b. The Counselor will prepare the materials needed during the recruitment. c. The Counselor will conduct the recruitment. The students will fill-up the recruitment form. d. The Counselor will conduct a screening of applicants.	None	5 minutes	Guidance Counselor/ Staff



	<p>e. The Counselor will set time for the orientation schedule.</p> <p>f. The Guidance Counselor will train student peer facilitators to listen and offer guidance to students in need of assistance.</p>			
<b>TOTAL</b>			<b>26 minutes</b>	

## 8. Follow-up

This is a formal monitoring of the students who undergone counseling, referral, placement, academic advising and other guidance interventions. This will verify if the service/s given to the client is enough and appropriate.

<b>Office:</b>	Guidance & Counseling			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	JHCSC Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Validated School ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Sign in the Client Log Book in the office.	1.1 Give the Client Logbook.	None	1 minute	Guidance Counselor/ Staff
2. Submit the required documents to the Guidance Counselor	2.1 Receive the required documents and check for completeness.	None	20 minutes	Guidance Counselor
3. To identify the student/s satisfaction after an intervention or service has been given.  To monitor the progress and difficulties of students during their stay in the	3.1 Start processing the request. The Counselor will set time for follow-up sessions. Follow-up will be conducted after the Counseling sessions. This is to ensure if intervention scheme conducted for the students (client) was effective.	None	30 minutes	Guidance Counselor



<p>campus and even after their graduation, job search and employment.</p>	<p>3.2 The Counselor will prepare the materials needed during the follow-up.</p> <p>3.3 The Counselor will conduct the follow-up either online or home visitation if necessary. The Counselor shall take down notes during the follow-up sessions</p> <p>3.4 The Counselor will analyze data taken from the follow-up sessions conducted. If intervention schemes are effective, the student will be given a clearance form filled-out by the Counselor. If not, the student will be referred to another institution for further assistance.</p>			
<b>TOTAL</b>			<b>51 minutes</b>	



# **Office of the Student Publication**

## **External Services**



## 1. Application for the Member of “The Journey” Editorial Board

The “The Journey” editorial board is composed of JHCSC officially enrolled students. To complete the board, the office needs to scout students from across the different schools. These students must fill-out application forms and submit necessary documents for record purposes.

<b>Office:</b>	Student Publication Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	JHCSC Enrolled Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Duly Accomplished Application Form 2. Valid Identification Card 3. Certificates of Grades from the Registrar's Office		Student Publication Office  Registrar		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Presents all the documentary requirements	1.1 receives and evaluate documentary presented	None	5 minutes	Student Publication Office (SPO) Staff
2. Fill out and affix signature in the logbook	2.1 request the client to fill out the logbook for record purposes	None	2 minutes	SPO Staff
3. Waits for the verbal confirmation/ instruction from the SPO personnel	3.1 advice client to wait for few minutes: - scan student's record - Explain to students the process of applying for editorial board - Give student exact schedule for the screening procedure.	None	10 minutes	SPO Staff
<b>TOTAL</b>			<b>17 minutes</b>	

## 2. Annual Screening for Newbies

This activity is conducted annually to complete the editorial board and to scout more writers and contributors to cover the different student related activities that are to be published in the magazine. This screening shall be done in 2 Phases, the actual writing phase and the interview phase. The office ensures that students to be scouted is aligned to their specific field in writing. This activity shall be conducted for half day.



<b>Office:</b>	Student Publication Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	JHCSC Enrolled Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Document Evaluation Results 2. Screening Schedule		Student Publication Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Wait for the screening materials in the screening area.	1.1 Ask applicant to wait in the screening area	None	2 minutes	Student Publication Office (SPO) Staff
2. Phase 1: Examination  - Screening materials are received and to be accomplished. - Perform and complete the activity provided in the material given.	2.1 Provide screening materials and guidelines.	None	4 hours	SPO Staff  SPO Adviser
3. Phase 2: Interview  - Applicants will be asked questions relevant to the field being applied.	3.1 Ask few related questions to the applicants.	None	10 minutes	SPO Staff
<b>TOTAL</b>			<b>4 hours and 12 minutes</b>	



### 3. Submission of Articles

The Student Publication Office aims to publish a magazine per semester which is called “The Journey”. This magazine covers all student related activities conducted/happened within the semester span. Articles in the magazine shall be written by the SPO writers and shall be edited and proofread by the editorial board.

The office facilitates the collection of articles written by the students. These articles include news articles, feature articles, editorial articles, cartoons and other literary outputs originally written by students. The office takes charge of the collection and keeping of these articles which are due for editing and proofreading.

<b>Office:</b>	Student Publication Office			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	JHCSC Enrolled Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE S TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit the articles written to the Student Publication Office personally; or  Submit written articles online via FB page (JHCSC-The Journey) or send <a href="mailto:jhcscstudentpublication2021@gmail.com">jhcscstudentpublication2021@gmail.com</a>	1.1 Receive the submitted article	None	2 minutes	Student Publication Office (SPO) Staff
2. Wait for the verbal/email confirmation and instructions.	2.1 Send confirmation and instructions to students.  Articles submitted shall be checked first by the editorial board before publishing.	None	2 minutes	SPO Staff







	<p>1.1.2 Check and verify the articles and layout</p> <p>News, article, column. Comics/ cartoons, as well as the layout shall be checked by the editors before creating the magazine dummy.</p>		<p>1 day</p>	<p>SPO Staff, adviser, editorial board</p>
	<p>1.1.3 Check the Dummy copies</p> <p>Dummy copies of their issues will be submitted to Student Publication Office.</p>		<p>1 day</p>	<p>SPO Staff, adviser, editorial board</p>
	<p>1.1.4 Provide soft copy to printing press</p> <p>Final version of the magazine shall be submitted to the selected printing company.</p>		<p>1 day</p>	<p>SPO Staff, adviser, editorial board</p>
	<p>1.1.5 Provide the necessary documents</p> <p>Secure the necessary document (Approve letter for the</p>		<p>1 day</p>	<p>SPO Staff, adviser, editorial board</p>



	<p>magazine printing, Purchase request)</p> <p>1.1.6 Check and verify</p> <p>Printed copies of the magazine delivered by the printing company shall be inspected first by the supply office.</p>			SPO Staff, adviser, editorial board
2. Students receive copy of the magazine.	<p>2.1 Distribute magazines to the students.</p> <p>Students will sign the distribution slip.</p>	None	Until releasing is done	SPO Staff, adviser, editorial board
<b>TOTAL</b>			<b>4 minutes</b>	



# **Office of the Library and Information Services External Services**



## 1. Issuance of Library ID

The Library ID is used to keep track of borrowed materials and to manage access to restricted resources such as electronic databases or library loan services. It also helps the library to communicate the patrons regarding overdue materials.

<b>Office:</b>	Library and Information Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	JHCSC Enrolled Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certificate of Registration (original/photocopy) 2. ID picture (1x1, 1 copy)		JHCSC Library Facebook Page		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to JHCSC LIBRARY FB Page (like and follow) and send your request for Library ID.	1.1 Automatic reply will be received by the clientele for instruction. 1.2 Provide complete Name, Address, Course & Year 1.3 Provide softcopy of 1x1 ID picture 1.4 Provide signature. 1.5 Provide Certificate of Registration (COR)	None	1 minute	Computer Services In-Charge/ Library Staff
2. Send your requirements thru the messenger.	2.1 Encode, print, validate and laminate the student's library ID.	None	10 minutes	Computer Services In-Charge/ Library Staff
3. Pick up the Library Card (Main Campus/ Pagadian City Annex)	3.1 Issue the library ID	None	2 minutes	Computer Services In-Charge/ Library Staff
<b>TOTAL</b>			<b>13 minutes</b>	

## 2. Biometric Registration of New Students

The purpose of biometric registration is to identify and to provide access to library resources and services. This process can help to prevent fraudulent use of library resources and services and can also make the registration process more efficient.

<b>Office:</b>	Library and Information Services
<b>Classification:</b>	Simple



<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	JHCSC Enrolled Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certificate of Registration (original or photocopy)		Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present student copy of the enrolment form.	1.1 Checks student name in the database and register in the biometric system thru finger print.	None	2 minutes	Computer Services
2. Signing in the logbook.	2.1 Logs in the logbook for new library users.	None	1 minute	Library User
3. Proceed to the log-in system for verification.	3.1 Logs in the system using the biometric.	None	1 minute	Library User
<b>TOTAL</b>			<b>4 minutes</b>	

### 3. Reference Online Assistance

Library reference online assistance is convenient and helpful service for patrons who may not able to visit the library in person or who need assistance outside the regular library hours. It is also valuable resource for students, researchers, and others who require assistance in locating and accessing quality information resources.

<b>Office:</b>	Library and Information Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	JHCSC Enrolled Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
None Required		Library FB Page		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to JHCSC LIBRARY Facebook Page (like, follow, share) and then send us your message thru the messenger.	1.1 An automated reply will be received by the clientele. Once you received the reply, an online librarian will conduct reference interview.	None	2 minutes	Reference Librarian/ Library Staff



- JHCSC Main Library (Main Campus)				
- JHCSC – Dumingag Library (Dumingag Campus)				
- JHCSC – Pagadian College Library (Pagadian Annex)				
- JHCSC – Canuto Library (CMSE Campus)				
2. Deliver information need electronically thru email (provide us your email address) or messenger.	2.1 Locate information need thru OPAC or the database, provide link, or send immediately the information need thru email or messenger.	None	5 minutes	Reference Librarian/ Library Staff
<b>TOTAL</b>			<b>7 minutes</b>	

#### 4. Reader's Services

Library reader's services are set of services provided by library to assist patrons with finding, selecting, and using reading materials.

<b>Office:</b>	Library and Information Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	JHCSC Enrolled Students, Visitors			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Certificate of Registration (original or photocopy) 2. Library ID/ Visitor's ID (original)		Library FB Page		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE S TO BE PAID</b>	<b>PROCESSIN G TIME</b>	<b>PERSON RESPONSIBL E</b>
1.Go to JHCSC LIBRARY Facebook Page (like, follow, share) and then send us your message thru the messenger.	1.1 Contact us through our FB Page and	None	4 minutes	Library user



<ul style="list-style-type: none"> <li>- JHCSC Main Library (Main Campus)</li> <li>- JHCSC – Dumingag Library (Dumingag Campus)</li> <li>- JHCSC – Pagadian College Library (Pagadian Annex)</li> <li>- JHCSC – Canuto Library (CMSE Campus)</li> </ul>	<p>provided Title, Author/ Topic/ Chapter of the material (book or e-book)</p>			
<p>2. Contact us: Email: You can also send your queries thru our email address:</p> <p>Main Campus: <a href="mailto:jhcscmainlin2020@gmail.com">jhcscmainlin2020@gmail.com</a></p> <p>Dumingag Campus: <a href="mailto:jhcsc.library.dum@gmail.com">jhcsc.library.dum@gmail.com</a></p> <p>Pagadian Annex: <a href="mailto:jhcscpagadianlibrary@gmail.com">jhcscpagadianlibrary@gmail.com</a></p> <p>CMSE Campus: <a href="mailto:jhcsc.lakewoodlibrary@gmail.com">jhcsc.lakewoodlibrary@gmail.com</a></p>	<p>2.1 Provides client with the relevant material thru email.</p>	<p>None</p>	<p>5 minutes</p>	<p>Reader's Services Librarian</p>
<p>3. Contact us: Mobile Phone: We are just a call and text away and we are glad to be of service to you. You may text or call us thru this contact numbers.</p> <p>Main Campus: 0907-677-1755</p> <p>Dumingag Campus: 0907-568-0822</p> <p>Pagadian Annex: 0907-919-2111</p> <p>CMSE Campus: 0997-146-6908</p>	<p>3.1 Queries through text or call will be entertained thru sending electronic materials in their emails/ messenger</p>	<p>None</p>	<p>2 minutes</p>	<p>Reader's Services Librarian</p>
<p>4. Daily Record of Library Book/ Resources Utilization</p>	<p>4.1 Monitor's client in the</p>	<p>None</p>	<p>1 minute</p>	<p>Reader's Services Librarian</p>





	Reader's Online Services			
<b>TOTAL</b>			<b>12 minutes</b>	

## 5. Multimedia Services

Multimedia Services that library provides to support patrons in their access to and use of multimedia resources. It is use for workshops, classes, programs and trainings.

<b>Office:</b>	Library and Information Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	JHCSC Enrolled Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Library ID/ School ID 2. Audio-Visual Reservation Form			Library	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Makes reservation.	1.1 Checks availability of the room/ equipment	None	2 minutes	AVR In-charge
2. Fill out the audio-visual reservation form.	2.1 Instructs the client to return the duly signed form by the requesting party.	None	3 minutes	AVR In-charge
3. Submits audio-visual reservation form.	3.1 Verifies and approves the reservation form. 3.2 Reserves and set-up the AVR/ equipment.	None	2 minutes	AVR In-charge
<b>TOTAL</b>			<b>7 minutes</b>	



## 6. Signing of Library Clearance

Signing of library clearance is the process of formally acknowledging that all borrowed library materials have been returned and all associated fines and fees have been paid.

<b>Office:</b>	Library and Information Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	JHCSC Enrolled Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Library ID 2. Clearance Form		Library		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Clearance with the Library Card	1.1 Checks library system for unreturned materials.	None	1 minute	College Librarian
2. If the statement has unreturned materials.	2.1 Instructs the student to return, pay or replace the material if missing.	Computation of payment based on the amount of the material.	2 minutes	College Librarian
3. Pay corresponding amount at the cashier.	3.1 Official Receipt.	Computation of payment based on the amount of the material.	2 minutes	Cashier
4. If student has no pending transactions in the library, proceed to step 5.	4.1 Signs in the clearance form.	None	1 minute	College Librarian
5. Claim signed clearance.	5.1 Issues clearance.	None	1 minute	College Librarian
<b>TOTAL</b>			<b>7 minutes</b>	



# **Office of the Library and Information Services Internal Services**



## 1. Reader's Services

Library reader's services are set of services provided by library to assist patrons with finding, selecting, and using reading materials.

<b>Office:</b>	Library and Information Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	JHCSC Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. School ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEE S TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Go to JHCSC LIBRARY Facebook Page (like, follow, share) and then send us your message thru the messenger.  - JHCSC Main Library (Main Campus)  - JHCSC – Dumingag Library (Dumingag Campus)  - JHCSC – Pagadian College Library (Pagadian Annex)  - JHCSC – Canuto Library (CMSE Campus)	1.1 Contact us through our FB Page and provided Title, Author/ Topic/ Chapter of the material (book or e-book)	None	4 minutes	Library user
2. Contact us: Email: You can also send your queries thru our email address:  Main Campus: <a href="mailto:jhcscmainlin2020@gmail.com">jhcscmainlin2020@gmail.com</a>  Dumingag Campus: <a href="mailto:jhcsc.library.dum@gmail.com">jhcsc.library.dum@gmail.com</a>  Pagadian Annex: <a href="mailto:jhcscpagadianlibrary@gmail.com">jhcscpagadianlibrary@gmail.com</a>  CMSE Campus: <a href="mailto:jhcsc.lakewoodlibrary@gmail.com">jhcsc.lakewoodlibrary@gmail.com</a>	2.1 Provides client with the relevant material thru email.	None	5 minutes	Reader's Services Librarian



<p>3. Contact us: Mobile Phone: We are just a call and text away and we are glad to be of service to you. You may text or call us thru this contact numbers.</p> <p>Main Campus: 0907-677-1755</p> <p>Dumingag Campus: 0907-568-0822</p> <p>Pagadian Annex: 0907-919-2111</p> <p>CMSE Campus: 0997-146-6908</p>	<p>3.1 Queries through text or call will be entertained thru sending electronic materials in their emails/ messenger</p>	None	2 minutes	Reader's Services Librarian
<p>4. Daily Record of Library Book/ Resources Utilization</p>	<p>4.1 Monitor's client in the Reader's Online Services</p>	None	1 minute	Reader's Services Librarian
<b>TOTAL</b>			<b>12 minutes</b>	

## 2. Multimedia Services

Multimedia Services that library provides to support patrons in their access to and use of multimedia resources. It is use for workshops, classes, programs and trainings.

<b>Office:</b>	Library and Information Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	JHCSC Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<p>1. School ID 2. Audio-Visual Reservation Form</p>			Library	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.Makes reservation.	1.1 Checks availability of the room/ equipment	None	2 minutes	AVR In-charge



3. Fill out the audio-visual reservation form.	2.1 Instructs the client to return the duly signed form by the requesting party.	None	3 minutes	AVR In-charge
3. Submits audio-visual reservation form.	3.1 Verifies and approves the reservation form. 3.2 Reserves and set-up the AVR/ equipment.	None	2 minutes	AVR In-charge
<b>TOTAL</b>			<b>7 minutes</b>	

### 3. Signing of Library Clearance

Signing of library clearance is the process of formally acknowledging that all borrowed library materials have been returned and all associated fines and fees have been paid.

<b>Office:</b>	Library and Information Services			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	JHCSC Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. School ID 2. Clearance Form				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present Clearance with the Library Card and returned the borrowed books.	1.1 Checks library system for loaned out books.	None	2 minutes	College Librarian
2. If books are not yet returned, the faculty will be asked to renew the books and signs in the book card.	2.1 Files the book card that has been renewed.	Computation of payment based on the amount of the material.	2 minutes	College Librarian
3. If the faculty/staff has no pending transactions in the library, proceed to step 4.	3.1 Signs in the clearance form.	None	1 minute	College Librarian
4. Claim signed clearance.	4.1. Issues clearance.	None	1 minute	College Librarian
<b>TOTAL</b>			<b>6 minutes</b>	



# **Office of the Human Resource Management External Services**



## 1. Application for Job Hiring/Vacancy

Interested and qualified applicants may submit their application to the Human Resource Management Office for screening of their application.

<b>Office:</b>	Human Resource Management			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	Interested and Qualified Applicants, Previously Employed Applicants			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
<b>Interested and Qualified Applicants</b> 1. Application Letters 2. Authenticated or Certified True Copy of Transcript of Records (TOR) 3. Personal Data Sheet (PDS) in prescribed Civil Service Commission Form 212 (Revised 2017) 4. Certified or any proof of Eligibility (If there is any and as required in the position applied for)		The previous school attended.  PRC, CSC		
<b>Applicants who are previously employed</b> 1. Certificate of Relevant Trainings 2. Certificate of Employment 3. Individual Performance Rating for two (2) consecutive rating periods		Human Resource Management Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits application letter with complete documentary requirements.	1.1 Receives applications and reviews the completeness of documents.	None	10 minutes	HRMO Staff
2. Only qualified applicants shall be notified to undergo the process of recruitment, selection and placement for permanent and non-permanent position/s.	2.1 Logs and forwards applications to the Office of the President. 2.2 Route application to the Office of the Human Resource Management Office and College Dean/Unit Heads. 2.3 Assess and evaluates application; coordinates with the requestor (College Deans/Unit Heads); communicates with qualified applicants;	None	1 day and 6 hours	HRMO Staff  Office of the President  HRMO Staff





	and performs relevant processes in recruitment, selection, and placement.			
3. Upload their PDF requirements	3.1 Give students the time, date, and testing site for their admission test (approved)	None	1 day	Admission personnel
<b>TOTAL</b>			<b>2 days, 6 hours and 10 minutes</b>	

## 2. Application for Leave

Employees of this institution are provided to file for the application for leave in regards to their reasons in filing the said application.

<b>Office:</b>	Human Resource Management			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	JHCSC Employees			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
1. Leave Form			Human Resource Management Office	
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submits Application for Leave	1.1 Receives/Record and classifies leave application.	None	10 minutes	HRMO Staff
	1.2 Computes, processes, and certifies the leave balance and checks as to entries and computation.		1 day	
	1.3 Reviews, examine and certifies the leave balance and checks entries and computation.		10 minutes	
	1.4 Applies for leave to the Office of respective Deans/Head of Office.		10minutes	
	1.5 Return approved Application for Leave to the HRM Office.		10 minutes	



2. Claims copy of approved Application for Leave	2.1 Segregate and releases approved Application for Leave.	None	10 minutes	HRMO Staff
<b>TOTAL</b>			<b>1 day and 50 minutes</b>	

### 3. Document Request (Certificate of Employment, Service Record, Documents, etc.)

Employees are provided service upon their request of any documents that are assigned in the Human Resource Management Office.

<b>Office:</b>	Human Resource Management			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	JHCSC Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Document Request Form		Human Resource Management Office		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Fill up the Document Request Form	1.1 Provides a document request form to the requestor	None	5 minutes	HRMO Staff
2. Present the filled-up forms.	2.1 Prepare the requested documents	None	20 minutes	HRMO Staff
	2.2 Signs the official document.		5 minutes	
3. Claims the requested document.	3.1 Release the requested document.	None	5 minutes	HRMO Staff
<b>TOTAL</b>			<b>35 minutes</b>	



# **Office of the Accounting External Services**



## 1. Student Account Balance Inquiry

To facilitate the students with regards to their inquiry in their account balance in the accounting office.

<b>Office:</b>	Accounting			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	JHCSC Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. School ID				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Check the pre-printed form as to the nature of inquiry.	1.1 Checks the student's ledger and print the assessed account.	None	5 minutes	Assessment Section In-Charge
<b>TOTAL</b>			<b>5 minutes</b>	

## 2. Releasing of Assessment of Fees

To facilitate the students with regards to their request on their copy of assessment fee in the accounting office.

<b>Office:</b>	Accounting			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	JHCSC Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Approved Letter from the Office of the President				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Present approved letter from the Office of the President.	1.1 Verified the enrolment status of the student. 1.2 Prepare and print Assessment of Fees	None	5 minutes	Assessment Section In-Charge
<b>TOTAL</b>			<b>5 minutes</b>	



### 3. Signing and Releasing of Clearance

Signing of clearance is the process of formally acknowledging that all unpaid balances have been paid.

<b>Office:</b>	Accounting			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	JHCSC Students			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Pre-Printed application for Academic Records Clearance Form and Official Receipt				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Approach the Student's account clerk for the signature of clearance.  For student with outstanding balance.	1.1 Check the student ledger records.  1.2 Print the Assessment of Fees to be given to the student 1.3 Instruct the student to the Cashier for payment	None	3 minutes  5 minutes	Assessment Section In-Charge
2. Present the Official Receipt to the Student's account clerk.	2.1 Signed the clearance 2.2 Instruct the student to the Registrar's Office.		3 minutes	Assessment Section In-Charge
<b>TOTAL</b>			<b>11 minutes</b>	

### 4. Issuance and Releasing of Checks/Cash

To facilitate the process of releasing the checks or cash to the claimants.

<b>Office:</b>	Accounting
<b>Classification:</b>	Simple
<b>Type of Transaction:</b>	G2C - Government to Citizen
<b>Who may avail:</b>	JHCSC Students



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Two (2) valid IDs 2. Special Power of Attorney				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
<b>Cash Payment</b> 1. Inform the claimants for the release of check by presenting valid IDs  In case of the representative, Special Power of Attorney and Two (2) valid IDs of the claimant and the representative are required.	1.1 Validate IDs of the claimants/ representative and ensure that the payroll/ disbursement voucher had been properly signed opposite to their name. 1.2 Release the claims.	None	4 minutes	Disbursing Officer
<b>2. Checks Payment</b>  Inform the Collecting Officer/ Supplier's/ Payees and present their valid IDs to the Disbursing Officer.	2.1 Validates IDs of Claimants/ Collectors/ Representatives and issue the corresponding Official Receipt (OR) and signed the Disbursement Voucher 2.2 Release the Check.	None	4 minutes	Disbursing Officer
<b>3. Issuances/ Preparations</b>  Received Approved Disbursements/ Payrolls for Check Issuance	3.1 Verifies the completeness of signatories and then issue check.	None	6 minutes	Disbursing Officer Staff
<b>TOTAL</b>			<b>14 minutes</b>	



## 5.Collection of School Fees for Documents

To facilitate in the collection of school fees.

<b>Office:</b>	Accounting			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C - Government to Citizen			
<b>Who may avail:</b>	JHCSC Students			
<b>CHECKLIST OF REQUIREMENTS</b>			<b>WHERE TO SECURE</b>	
<ol style="list-style-type: none"> <li>Two (2) valid IDs</li> <li>Special Power of Attorney</li> </ol>				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Cash Payment</b> <ol style="list-style-type: none"> <li>Inform the claimants for the release of check by presenting valid IDs  In case of the representative, Special Power of Attorney and Two (2) valid IDs of the claimant and the representative are required.</li> </ol>	<ol style="list-style-type: none"> <li>Validate IDs of the claimants/ representative and ensure that the payroll/ disbursement voucher had been properly signed opposite to their name.</li> <li>Release the claims.</li> </ol>	None	4 minutes	Disbursing Officer
<b>2.Checks Payment</b>  Inform the Collecting Officer/ Supplier's/ Payees and present their valid IDs to the Disbursing Officer.	<ol style="list-style-type: none"> <li>Validates IDs of Claimants/ Collectors/ Representatives and issue the corresponding Official Receipt (OR) and signed the Disbursement Voucher</li> <li>Release the Check.</li> </ol>	None	4 minutes	Disbursing Officer
<b>3. Issuances/ Preparations</b>	<ol style="list-style-type: none"> <li>Verifies the completeness of</li> </ol>	None	6 minutes	Disbursing Officer Staff



Received Approved Disbursements/ Payrolls for Check Issuance	signatories and then issue check.			
<b>TOTAL</b>			<b>14 minutes</b>	





# **Office of the Accounting Internal Services**



## 1. Issuance and Releasing of Checks/Cash

To facilitate the process of releasing the checks or cash to the claimants.

<b>Office:</b>	Accounting			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2G - Government to Government			
<b>Who may avail:</b>	JHCSC Employees			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Two (2) valid IDs 2. Special Power of Attorney				
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
<b>Cash Payment</b> 1. Inform the claimants for the release of check by presenting valid IDs  In case of the representative, Special Power of Attorney and Two (2) valid IDs of the claimant and the representative are required.	1.1 Validate IDs of the claimants/ representative and ensure that the payroll/ disbursement voucher had been properly signed opposite to their name.  1.2 Release the claims.	None	4 minutes	Disbursing Officer
<b>2. Checks Payment</b>  Inform the Collecting Officer/ Supplier's/ Payees and present their valid IDs to the Disbursing Officer.	2.1 Validates IDs of Claimants/ Collectors/ Representatives and issue the corresponding Official Receipt (OR) and signed the Disbursement Voucher  2.2 Release the Check.	None	4 minutes	Disbursing Officer
<b>3. Issuances/ Preparations</b>  Received Approved Disbursements/	3.1 Verifies the completeness of signatories and then issue check.	None	6 minutes	Disbursing Officer Staff



Payrolls for Check Issuance				
<b>TOTAL</b>			<b>14 minutes</b>	



# **Office of the Procurement External Services**



## 1. Serve Request for Quotation (RFQ) and Preparation of Abstract of Quotation

Distribute/Serve Request for Quotation to the qualified supplier or bidder then generate Abstract of Quotation

<b>Office:</b>	Procurement			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Suppliers			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. PhilGEPS Registration		PhilGEPS		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.	1.1 Prepares request for Quotation. 1.2 Serves request for Quotation to suppliers	None	30 minutes 1 day	Procurement Office Staff
2. Returns quoted RFQ with supporting eligibility documents.	2.1 Checks and verifies the RFQ as well as the supplier's eligibility to bid	None	2 hours	Procurement Officer/ Staff
3.	3.1 Prepared Abstract of Quotation to the responsive bidders.	None	2 hours	Procurement Office Staff
<b>TOTAL</b>			<b>1 day, 4 hours &amp; 31 minutes</b>	

## 2. Preparation / Serve of Purchase Order

Processing of Contract / Purchase Order.

<b>Office:</b>	Procurement			
<b>Classification:</b>	Simple			
<b>Type of Transaction:</b>	G2C – Government to Citizen			
<b>Who may avail:</b>	Suppliers, Bidders			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
1. Signed Contract/Purchase Order duly approved by the Bids and Awards Committee Resolution recommending Awards of Contract and Notice of Award.		BAC Office		



<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1.	1.1 Prepared Purchase Order document of the winning bidder.  1.2 Transmit / Serve the signed Contract/ Purchase Order to the Bidder/ Supplier awarded with the project.	None	30 minutes  1 hour	Procurement Office Staff
2. Affixes signature on the Purchase Order.	2.1 Gets back the purchase order and proceeds to President's Office for approval.	None	1 day	Procurement Officer/ Staff
3.	3.1 Forwards duly signed document to the Supply Office for the delivery of the project.  3.2 Serves approved purchase order to supplier for the delivery items.	None	30 minutes  30 minutes	Procurement Office Staff
<b>TOTAL</b>			<b>1 day, 2 hours &amp; 30 minutes</b>	



# **Office of the Procurement Internal Services**







## Feedback and Complaints Mechanism

<b>FEEDBACK AND COMPLAINTS MECHANISM</b>	
How to send a feedback	<p>Answer the client satisfaction survey and drop it at the designated drop box located at the main gate of each campus.</p> <p>Contact info: 0956-362-1218 or <a href="mailto:complaints@jhsc.edu.ph">complaints@jhsc.edu.ph</a></p>
How feedbacks are processed	<p>Every Friday, the Committee on Anti-Red Tape opens the drop box and compiles and records all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the concerned offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen by the committee.</p> <p>For inquiries and follow-ups, clients may contact the following cellphone number: 0956-362-1218</p>
How to file a complaint	<p>The Complainant may submit a letter of affidavit of complaint against an administrative official, faculty and staff or student.</p> <p>Make sure to provide the following information:</p> <ul style="list-style-type: none"> <li>• Name of person being complained</li> <li>• Incident</li> <li>• Evidence</li> </ul> <p>For inquiries and follow-ups, clients may contact the following cellphone number: 0956-362-1218</p>
How complaints are processed	<p>The Complaints Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>If the complaint is against an administrative official or staff of JHCSC, the complaint should be addressed to the College President. The College President shall endorse the complaint to the Anti-Red Tape Committee for investigation and disposition.</p> <p>If the complaint is against a faculty member or academic official, a letter or affidavit of complaint shall be addressed to the Office of the</p>



	<p>Vice President for Academic Affairs (OVPA) and the OVPA shall endorsed it to the School Dean concerned for investigation and appropriate action before the same shall be indorsed to higher investigating body/committee for appropriate action.</p> <p>If the complaint is against a student, the Complainant may submit a letter or affidavit of complaint addressed to the Director of the Officer of Student Affairs and the same shall schedule a meeting/preliminary investigation with the student/s concerned for appropriate action/settlement.</p> <p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Complaints Officer will give the feedback to the client.</p> <p>For inquiries and follow-ups, clients may contact the following cellphone number: 0956-362-1218</p>
<p>Contact Information of JHCSC for complaints, Contact Center ng Bayan (CCB), Presidential Complaints Center (PCC), Anti-Red Tape Authority (ARTA)</p>	<p>JHCSC: <a href="mailto:complaints@jhsc.edu.ph">complaints@jhsc.edu.ph</a> 0956-362-1218 (SMS)</p> <p>ARTA: <a href="mailto:complaints@arta.gov.ph">complaints@arta.gov.ph</a> 8478 5093</p> <p>PCC: 8888</p> <p>CCB: 0908-881-6565 (SMS)</p>



## List of Offices

Office	Address	Contact Information
Student Affairs and Services	<p><b>Main Campus:</b> Mati, San Miguel, Zamboanga del Sur</p> <p><b>Dumingag Campus:</b> Caridad, Dumingag, Zamboanga del Sur</p> <p><b>CMSE Campus:</b> Biswangan, Lakewood, Zamboanga del Sur</p> <p><b>Pagadian Annex:</b> Brgy. Balangasan, Pagadian City</p>	<p>Dr. Raymund A. Indangan 0930-513-9043 <a href="mailto:raymund.indangan@jhscs.edu.ph">raymund.indangan@jhscs.edu.ph</a></p> <p>Ms. Jackie P. Judilla 0963-948-0412 <a href="mailto:jacjud94@gmail.com">jacjud94@gmail.com</a></p> <p>Mrs. Janeth D. Cabresis 0995-043-7379 <a href="mailto:janethcabresis78@gmail.com">janethcabresis78@gmail.com</a></p> <p>Ms. Althea Nicole A. Paradiang 0908-604-8341 <a href="mailto:altheaparadiang@gmail.com">altheaparadiang@gmail.com</a></p>
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## CLIENT SATISFACTION SURVEY

Name of Office: \_\_\_\_\_

Purpose: \_\_\_\_\_

Check if you are: \_\_\_ student \_\_\_ graduate \_\_\_ visitor \_\_\_ employee \_\_\_ other/s

ITEMS/ INDICATORS	Very Satisfied (5)	Satisfied (4)	Moderately Satisfied (3)	Not Satisfied (2)	Needs Improvement (1)
I am accommodated by the personnel professionally (promptly, cordially and courteously).					
I am satisfied with the accuracy of information in the document I requested.					
I am assisted and advised appropriately on my queries.					
I am totally satisfied with the services they rendered.					
Overall evaluation of the services.					
<b>Total</b>					

**Comments:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Suggestions:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date: \_\_\_\_\_

Number of minute's transaction completed: \_\_\_\_\_

Rated by (optional): \_\_\_\_\_

Signature: \_\_\_\_\_