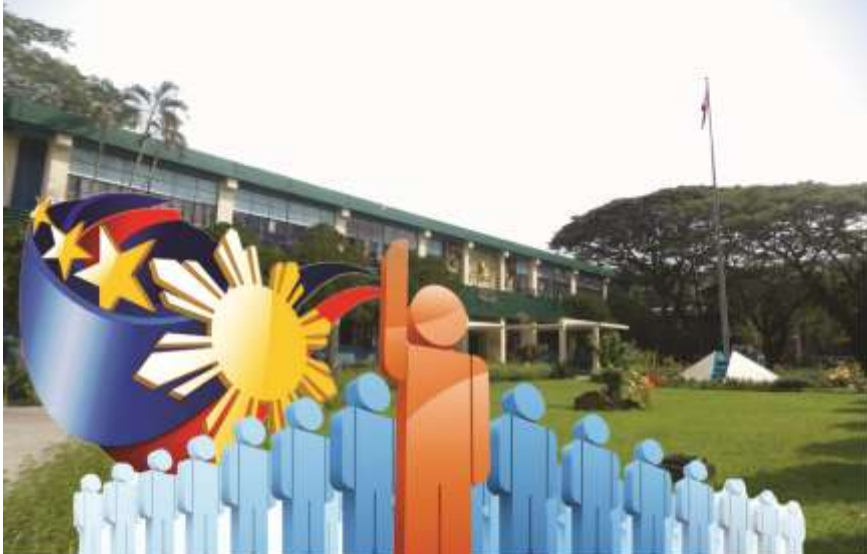




DON MARIANO MARCOS MEMORIAL STATE UNIVERSITY
North La Union Campus

Sapilang, Bacnotan, La Union



Citizen's Charter

nlucmis@dmmmsu-nluc.org
www.dmmmsu-nluc.org

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MESSAGE FROM THE CHANCELLOR



Pursuant to the Anti Red Tape Act of 2007 and its Implementing Rules and Regulations, the DMMMSU-NLUC is pleased to present its Citizen's Charter in accordance with the Government's call for transparency, accountability and responsiveness in public service delivery. Intrinsic to the basic principles of this Charter is a commitment to ensure quality frontline service to our clients and stakeholders and proper redress for poor performance.

This is one way by which we hope to satisfy clients/stakeholders as well as promote greater community support and improved citizen confidence towards the Government in general and the DMMMSU-NLUC in particular.

I trust that this Charter serves as a useful and convenient step-by-step guide to our clients for availing a specific frontline service.

DR. JAIME I. MANUEL, JR.

NLUC Chancellor

SERVICE PLEDGE

We, the officials and employees of Don Mariano Marcos Memorial State University North La Union Campus, hereby pledge to:

Deliver our respective duties and responsibilities with utmost efficiency, integrity and professionalism;

Make every working hour of our service truly satisfying, fruitful and stimulating;

Mobilize resources of the University for optimum productivity and effectiveness;

Mediate judiciously every problem or conflict of our client that may arise in the course of duty;

Strengthen our bond of camaraderie, synergy and dynamism as one organic entity; and

Use every opportunity as a stepping stone towards a higher level of commitment to public service.

VISION, MISSION, GOAL AND PHILOSOPHY

VISION

“A premier and globally competitive university”

MISSION

“Provides relevant quality instruction, research and extension”

GOAL

“To lead in transforming human resources into productive self-reliant citizens and responsible leaders”

PHILOSOPHY

“Total human development with appropriate competencies”


MANDATE

The Campus is committed to carry out its four mandates: Instruction, Research, Extension and Production (**IREP**), and to provide quality service to its clientele- the students and other stakeholders.


CORE VALUES OF DMMMSU

DMMMSU is where productive citizens, committed public servants and great leaders are developed. We can be more productive and effective if we observe and promote the following **CORE VALUES** “**SPECIAL**”:


SERVICE

 Let's render quality **Service** to our clientele, other stakeholders, and the community.


PRODUCTIVITY

 Let's sustain our **Productivity** with our passion for work and by forging partnerships.


EXCELLENCE

 Let's always pursue **Excellence** in our programs, activities, and outputs.


COMMITMENT

 Let's deliver more than what is expected of us with our **Commitment**.


INNOVATIVENESS

 Let's continuously search for better ways of doing things with our **Innovativeness**.

ADVOCACY

 Let's empower people with our **Advocacy** of good values, principles, and practices.

LEADERSHIP

 Let's enhance **DMMMSU's Leadership**, for her to stay on top, with the quality of our graduates, programs, and projects.

so we can make DMMMSU a “**World-Class University**”.

ATTY. BENJAMIN P. SAPITULA

President

I. INTRODUCTION

Pursuant to Republic Act No. 9485, otherwise known as “An Act to Improve Efficiency in the Delivery of Government Service to Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption, and Providing Penalties Thereof” or the Anti-Red Tape Act of 2007, the Don Mariano Marcos Memorial State University North La Union Campus joins other government offices and agencies in formulating a Citizen’s Charter designed to enhance delivery of its frontline services to the public by promoting transparency, reducing red tape and expediting systems and procedures of transactions.

The Citizen’s Charter, as defined in Memorandum Circular No.12 issued by the Civil Service Commission on September 16, 2008, refers to *“an official document, a service standard, or a pledge, that communicates, in simple terms, information on the services being provided by the government to its citizens. It describes the step-by-step procedure for availing a particular service, and the guaranteed performance level that clients may expect for that service.”*

II. OVERVIEW OF THE DMMMSU-NLUC CITIZENS CHARTER

A. Brief Description

This manual highlights the different services offered by the campus: selling of products, research and extension proposal approval and pre-implementation services, technical services, recruitment, procurement of civil works, procurement of supplies materials that are available as PS-DBM, procurement of supplies materials that are not available as PS-DBM, enrollment, admission, issuance of student credentials, certification and other documents.

The services that shall be undertaken will be regularly monitored, evaluated and updated by the DMMMSU NLUC Citizen’s Charter Committee.

The DMMMSU NLUC Citizen’s Charter Committee is composed of Dr. Lydia P. Libunao, Dr. Zosima B. Tadina, Dr. Amelia S. Delos Angeles, Prof. Pepito B. Hufalar, Prof. Junifer Rey E. Tabafunda Jr., Dr. Jocelyn O. Dangle, Dr. Leonora E. Ngilangil, Dr. Nelly Antolin, Mrs. Nelia Garcia and Prof. Elpidio B. Lantion.

CLIENTS AND STAKEHOLDERS

The following are identified as users /customers of frontline services offered:

- Students
- Academe
- Researchers and extensionists
- General Public
- Environmentalist
- LGUs, NGOs
- Private Sector
- Media
- Local and International Tourists

IV. LIST OF FRONTLINE SERVICES

The Public Assistance and Complaint Desk (PACD) is housed in the Planning Office, 1st floor of NLUC Administration Building, available Mondays to Fridays 8:00 A.M. to 5:00 P.M. and manned by a PMO staff under the guidance of the Head Administrative Services of the frontline service of the DMMMSU-NLUC which includes:

1. Selling of Products
2. Research and Extension Proposal Approval and Pre-Implementation Services
3. Technical Services
4. Recruitment
5. Procurement of Civil Works
6. Procurement of Supplies Materials that are available at PS-DBM
7. Procurement of Supplies Materials that are not available at PS-DBM
8. Enrollment
9. Admission
10. Issuance of Student Credentials, Certification and other Documents

Through the PACD, a mechanism for monitoring and feedback is automatically built-in as it collects information on visitor concerns, type of data frequently requested, and satisfaction rating on frontline service provided. This is in addition to the customer survey form given during their visit/tour and other type of service.

V. STEP BY STEP PROCEDURE TO AVAIL OF SERVICE

SERVICE: ADMISSION

CONTACT PERSON: CAMPUS REGISTRAR

Who may avail of the service?

Incoming Freshmen, Transferees & Foreign Students

Requirements:

A. Undergraduate

-DMMMSU College Admission Test - Form 138 (Photocopy as of the 3 rd Grading Period) - 4 copies colored pictures with white background (3 2"x2" and 1 1"x1")	-Birth Certificate from the NSO -Certificate of Good Moral Character
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B. For Transferees

-Certified True Copy of Grades -Certificate of Transfer Credentials - 4 copies colored pictures with white background (3 2"x2" and 1 1"x1")	-Weighted average Grade of 2.5 (excluding NSTP) -Certificate of Good Moral Character -Medical Certificate of any government physician
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C. Foreign Students

<ul style="list-style-type: none"> - DMMMSU College Admission Test -Certificate of Completion of a Secondary Curriculum -Original Transcript of Records -Personal Data -Affidavit of Support -CHED permit 	<ul style="list-style-type: none"> -Alien Certification of Registration(ACR) -Result of TOEFL/ELTS(for non-native speakers of English) -Student Visa -Security Clearance from Embassy -Residence Guarantor of character -Alien fee
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Testing Fee - ₱ 100

Schedule of Availability: **February to First Week of April**

How to avail of the service?

Step	Please Follow the Steps	Concerned Operating Unit Office Action	Duration	Person In charge
1	Submit entry requirements	Accept entry Requirements	3 min./client	Head, Registrar/Admission & Records
2	Submit lacking documents/ respond to questions	Evaluate Requirements	3 min./client	Guidance Counselor
3	Proceed to Cashier for Payment of Testing Fees	Accept payment of fees	3 min. if computerized	Cashier
4	Submit Official Receipt(OR) of payment of fees	Issue CAT Exam Permit and Schedule of Examination	5 min./client	Guidance Counselor
5	Take the College Admission Examination (CAT)	Administer College Admission Examination	3 hours & 30 minutes	Guidance Counselor
6	Follow-up CAT Results	Release CAT results as scheduled per Batch of	1 min./client	Director/Dean

		Examinees		
7	Submit Self for Interview	Interview	5 – 10 min./client	Director/Dean/ Chairperson
8	Receive Status of Admission	Communicate the status of admission	1 day	Director/Dean/ Chairperson

SERVICE: **ENROLLMENT**

CONTACT PERSON: **CAMPUS REGISTRAR**

How to avail of the service?

Step	Please Follow the Steps	Concerned Operating Unit Office Action	Duration	Person In charge
1	Secure admission slip/enrolment permit	Issue admission slip/enrollment permit	2 min./client	Registrar/Dean /Institute Director
2	Secure individual inventory form	Issue individual inventory form	2 min./client	University Physician
3	Submit self for physical examination	Examine physical fitness	10 min./client	Physician
4	Submit admission requirement	Receive and evaluate entry requirements	2 min./client	Head, SAS/In-charge, Guidance
5	Fill-up registration form	Issue registration form	2 min./client	Registrar

6	Secure ID number	Issue ID number	2 min./client	Registrar
7	Write Subject load to the registration form	Give subject load to students	2 min./client	Registrar
8	If scholar, secure SRIS at the Student Center	Release SRIS	2 min./client	Cashier
9	Submit Filled-up registration form of assessment	Assess fees	3 min./client	Registrar
10	Pay fees	Accept payment of fees	3 min./client	Cashier
11	Submit Official Receipt (OR) of payment of fees	Print and release class card	3 min./client	Registrar
12	Secure library card	Issue library Card	3 min./client	Librarian
13	Secure school ID	Issue school ID	3 min./client	Librarian

SERVICE: ISSUANCE OF STUDENT CREDENTIALS, CERTIFICATION AND OTHER DOCUMENTS

CONTACT PERSON: CAMPUS REGISTRAR

REQUIREMENTS FOR:

Official Transcript of Records

Fully accomplished clearance

One (1) 2"x2" Colored Picture with white background

Duplicate copy of the Approval Sheet of Thesis (if applicable)

Birth Certificate from the NSO
 Official Receipt from the Cashier's Office

Certification

Official Receipt from the Cashier's Office

FEES:

Please refer to the Schedule of Fees in the Bulletin of Information

How to avail of the service?

Step	Please Follow the Steps	Concerned Operating Unit Office Action	Duration	Person In charge
1	Request Clearance Form	Give proper instruction	1 min.	Registrar Personnel
2	Accomplish clearance	Concerned authority signs clearance	½ day	Registrar Personnel
3	Submit fully accomplished clearance	Instruct on payment	1 min.	Registrar/ Personnel
4	Pay fees	Receive payment	1 min.	Disbursement Officer
5	Client is advised when to claim request	Prepare document requested: Official Transcript of Records Certification of Transfer Credentials, Certificate of Grades, Units Earned, Enrolment,	1-5 days 1-5 days	Registrar/Staff

		Graduation Authentication of Documents Completion Form Cross Enroll Form Dropping/adding/changing subjects	5 minutes 5 minutes 10 minutes	
6	Received document as requested	Issue requested document	1 minute	Head, Registrar

SERVICE: RESEARCH AND EXTENSION PROPOSAL APPROVAL AND PRE-IMPLEMENTATION SERVICES

CONTACT PERSON: HEAD, RESEARCH AND EXTENSION

Who may avail of the service?

Researcher/Subject Matter Specialist

How to avail of the service?

Step	Please Follow the Steps	Concerned Operating Unit Office Action	Duration	Person In charge
1	Submit Research and Extension Proposal to Department Research & Extension Committee	Convene the Research & Extension Committee	4 hours	Chairman Research Facilitator

2	Present research and extension proposal to the College/ Institute/ Division, Research and Extension Committee	Coordinate and convene the evaluation of research and extension proposal by Research Committee	4 hours	Deans Directors
3	Present research and extension proposal to the Operating Unit R & E Committee	Coordinate the evaluation of research and extension proposal by the Operating Unit Research Committee	4 hours	Head, R & E
4	Present research and extension proposal to the University R & E Committee	Coordinate the evaluation of research and extension proposal by the University R & E Committee	1 day	Head, R & E
5	Submit research and extension proposal for funding	Indorse research and extension proposal for funding	30 minutes	Head, R & E
6	Prepare Operational Plan for implementation	Communicate approval of research and extension proposal & coordinate the conduct of pre-implementation conference	4 hours	Head, R & E
7	Submit Annual Procurement Plan	Indorse the approval of the Annual Procurement Plan	30 minutes	Head, R & E

SERVICE: TECHNICAL SERVICES

CONTACT PERSON: HEAD, RESEARCH AND EXTENSION

How to avail of the service?

Step	Please Follow the Steps	Concerned Operating Unit Office Action	Duration	Person In charge
1	Communicate written request for technical assistance	Communicate and provide client with the technical services program and application form for technical assistance requested	30 minutes	Head, R & E
2	Fill-up and submit application form	Check completeness of the information	10 minutes	Head, R & E
3	Respond for inquiry about your application through phone, e-mail	Forward application for technical assistance to Subject Matter Specialist(SMS)	30 minutes	Head, R & E
4	Receive approval/denial of request	Communicate approval or denial of request	30 minutes	Head, R & E
5	Confirm schedule of technical assistance visits	Communicate schedule of technical assistance visits	30 minutes	Head, R & E

SERVICE: PROCUREMENT OF CIVIL WORKS

MODE: **Public Bidding**

Who may avail of the service?

Deans, Directors and Chairmen of the different Colleges/Institutes/Departments and Heads of Operating Units

How to avail of the service?

Step	Please Follow the Steps	Concerned Operating Unit Office Action	Duration	Person In charge
1	Communicate request for repair /construction	Approve request	10 minutes	President Chancellor
2	Receive and forward approved request to the Head of Planning & Development Office	Prepare program of works, bill of materials and plans <ul style="list-style-type: none">• Simple repair• Major repair/rehabilitation• Construction of new project	2 days/project 15 days/project 90 days/project	Head, Planning Campus Engineer
3	Attend Pre-procurement Conference	Conduct Pre-procurement Conference	½ day	
4	Submit documents for bidding	Prepare and advertise Invitation to Apply for Eligibility and to Bid	1 day	CBAC Secretariat
5	Attend Eligibility Screening	Conduct Eligibility Screening	30 min./bidder	
6	Attend Pre-bid Conference	Conduct Pre-bid Conference	30 min./bidder	

7	Attend Opening of Bid	Conduct Opening of Bid	30 min./bidder	
8	Join visit to offices of bidders with the Lowest Calculated and Responsive Bid	Visit offices of new bidders with the Lowest Calculated and Responsive Bid	Within 5 days	TWG, CBAC CBAC Secretariat
9	Attend Post-Qualification Meeting	<p>Conduct Post-Qualification Meeting</p> <ul style="list-style-type: none"> • Issue Resolution declaring the Lowest Calculated Responsive Bid(LCRB) • Prepares and facilitates the approval of Bidding results • Notifies bidders of bidding results 	<p>½ day</p> <p>20 min./project</p> <p>10min./project</p> <p>1 day</p>	<p>CBAC Secretariat</p> <p>Chancellor</p>
10	Attend Contract Signing and Awarding	Conduct Contract Signing and Awarding	½ day	Chancellor

11	Attend monitoring, documentation, and evaluation of projects as basis for billing	Conduct monitoring, documentation, and evaluation of projects as basis for billing	Every 15 days until completion (½ day/campus)	Head, Planning Campus Engineer Internal Auditor
12	Attend project inspection upon completion	Conduct project inspection upon completion	½ day/campus	Head, Planning Campus Engineer Internal Auditor
13	Receive approval of completion	Approve completed projects	½ day/campus	Chancellor
14	Attend turn-over of completed projects	Conduct turn-over of completed projects	½ day/campus	Chancellor

SERVICE: PROCUREMENT OF SUPPLIES/MATERIALS THAT ARE AVAILABLE AT PS-DBM

Who may avail of the service?

Deans, Directors and Chairmen of the different Colleges/Institutes/Departments and Heads of Operating Units

How to avail of the service?

Step	Please Follow the Steps	Concerned Operating Unit Office Action	Duration	Officer In charge
1	Communicate request of purchase of items	Approve purchase request	5 mins.	Chancellor
2	Receive and forward approved request to the	Review and prepare Certification	20 mins.	Supply Officer

	Supply Office	that the items are in the APP		
3		Prepare Request and Issuance Slip for signing	2 hrs.	Supply Officer End-User
4		Prepare and submit Agency Procurement Request (APR) for approval	2 days	Supply Officer Accountant Chancellor
5		Serve Agency Procurement Request at PS-DBM for Price Quotation & Stock Availability Certification	2-3 days	PS-DBM
6		Submit APR to the Accounting Office for Certification of Availability of Funds	1-2 days	Accountant
7		Prepare and forward Disbursement Voucher for pre-audit(completeness of DV attachment)	1 day	Internal Auditor
8		Approve Disbursement Voucher	1-2 days	Accountant Chancellor
9		Prepare check for the purchase of supplies at the PS-DBM	20 mins.	Cashier CBAC Secretariat Chancellor
10		Receive and inspect items delivered	15 mins.	Supply Officer Internal Audit
11		Deliver items to end-user	25 mins.	Supply Officer

SERVICE: PROCUREMENT OF SUPPLIES/MATERIALS THAT ARE NOT AVAILABLE AT PS-DBM

MODE: Public Bidding

Who may avail of the service?

Deans, Directors and Chairmen of the different Colleges/Institutes/Departments

How to avail of the service?

Step	Please Follow the Steps	Concerned Operating Unit Office Action	Duration	Person In charge
1	Prepare and submit Purchase Request of items	Approve request	5 mins.	Chancellor
2	Receive and forward approved request to the Supply Office for Certification if its included in the APP	Review and prepare Certification that the items are in the APP	2 hrs.	Head, CBAC Secretariat Member, CBAC Secretariat
3	Supply Office forwards the Certification to the Campus Bids & Awards Committee (CBAC) Secretariat	Prepare and distribute Notice for Pre-Procurement Conference	1 hr	Head, CBAC Secretariat
4	Submit technical specifications	Review and correct technical specifications	4 hrs.	TWG, CBAC
5	Attend Pre-Procurement Conference	Conduct Pre-Procurement Conference	3 hrs.	Chairman CBAC
6	Submit reviewed and corrected Technical Specifications for posting at Phil-GEPS	Prepare Invitation to Apply for Eligibility and to BID Post Invitation to Apply for Eligibility and to Bid at Phil-GEPS	1 hr. 2 hr.	Head, CBAC Secretariat Member CBAC Secretariat
7	Attend Pre-Bid Conference	Review Technical Specifications. Checks bidding documents. Records revisions of technical specifications in preparation of Bid Supplemental/Addendum	4 hrs.	CBAC Chair CBAC Member TWG

				End-User
8	Attend Opening of bid	Conducts opening of bid Eligibility Screening Technical Proposal Financial Proposal	25 min. /bidder	CBAC Chair CBAC Member TWG End-User
9	Attend Bid Evaluation	Conduct and prepare Bid Evaluation Report	2 hrs.	CBAC Secretariat TWG
10	Participate in the conduct of Post-Qualification to the office of bidder with the Lowest Calculated and Responsive Bid	Conduct ocular inspection to the office of new bidders with the Lowest Calculated Responsive Bid(LCRB) Prepare result of Post-Qualification, Resolution declaring LCRB/Resolution Failed Bid, Notice of Post-Qualification/Notice of Post-Disqualification, Notice of Award/Notification of Bidding Result	1 day 4 hrs.	CBAC Secretariat TWG
11	Attend Post-Qualification Meeting	Conduct Post-Qualification Meeting Submit prepared Resolution declaring LCRB/Resolution Failed Bid, Notice of Post-Qualification/Notice of Post-Disqualification for approval	2 hrs.	CBAC Chair CBAC Member CBAC Secretariat
12	Receive resolution for LCRB/ Bidding Results	Prepare Purchase Order Prepare Notice of Award/Notification of Bidding Results Prepare Contract Agreement Prepare Notice to Proceed	15 min. /project 10 min. /project 10 min./project 10 min./project	Supply Officer Head, CBAC Secretariat
13	Attend inspection of delivered	Inspect items delivered	25 min.	Internal Audit Supply Officer

	items	Issue Property Acknowledgement Receipt	/project	TWG, CBAC
14	Accept/reject items requested	Deliver items to end-user	1 day	Supply Officer End-User

SERVICE: **RECRUITMENT**

CONTACT PERSON: **HUMAN RESOURCES MANAGEMENT OFFICE**

Who may avail the Service? **QUALIFIED APPLICANTS**

Requirements: **CV RESUME, PERSONNEL DATA SHEET, CREDENTIALS**

Schedule of Service: **Monday to Friday**

How to avail of the service?

Step	Please Follow the steps	Concerned Operating Unit/ Office Action	Duration	Person in-charge
1`	Search for Vacant Position in the DMMMSU Website/ CSC Bulletin of vacant position/ Operating Unit	Publish/ Post/ Announce Vacant Position	10 days	HRMO
2	Submit application for vacant position	Receive, record and conduct initial evaluation	10 mins./ applicant	HRMO
3	Follow-up status of application to the Campus	Inform applicants re: Status of application thru E-mail, SMS & mail	5 mins. / applicant	HRMO

V. STEP BY STEP PROCEDURE TO AVAIL OF SERVICE

SERVICE: SELLING OF PRODUCTS (Goods and Animals)

CONTACT PERSON: **Head, Business Affairs Unit**

Who may avail of this service?

Faculty, Staff, Students and Customers outside the Campus

Schedule Availability: **Monday to Friday**

I. HOW TO AVAIL OF THE SERVICE (SELLING OF GOODS)

STEPS/ACTIVITIES	MILESTONE/OUTPUT	TIMEFRAME/DURATION	Person In charge
1. Project manager informs the Marketing Manager the availability of products and transport goods to marketing center.	Products turned over to marketing center for sale	3 minutes	Project Manager Business Manager
2. Customers proceed to marketing center to buy goods.	Products selected to be bought		Business Manager Staff, BAO

A. FOR CASH SALE

3.Customer pay products	Products Paid	1 minute	Business Manager
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PRICES OF IGP PRODUCTS (CY 2014)		
Item/Description	Quantity	Unit Price
Piglet	Minimum (10 kgs)	P 2,500.00 + P100.00/excess kg
Pig (live weight)	26-30 kgs	P150.00
	30-35k gs	P 145.00
	36-40 kgs	P 140.00
	41-45 kgs	P135.00
	46-50 kgs	P130.00
	51-55 kgs	P125.00
	56-60 kgs	P120.00
	61-above	P115.00
(pork) – normal cut (pork chop)	Per kilo	P160.00
- lean meat (boneless)	Per kilo	P160.00

Item/Description	Quantity	Unit Price
Chicken		
(live weight)	Per Kilo	P 120.00
(dressed)	Per Kilo	P140.00

(cull-live)	Per Kilo	P110.00
Eggs		
Extra Small (XS)	Per tray	P130.00
Small (S)	Per tray	P140.00
Eggs		
Medium (M)	Per tray	P150.00
Large	Per tray	P 160.00
Extra Large	Per tray	P 170.00
Jumbo (J)	Per tray	P 180.00
Lamb/Chevon	First ten (10) kilos	P 1,700.00 + P100.00 per excess kg
Lamb/Chevon (cull)	15 kgs.	P 1,700.00
Lamb/Chevon (Breeder)	12 kgs.	P 2,300.00

4. Recording of cash sale and issuance of provisional receipt	Cash sale recorded and provisional receipt issued	1 minute	BAO
5. Cash Sales audited	All cash sales audited by the Internal Auditor	30 minutes	Internal Auditor Cashier
6. Remittance of Cash Sales	All cash sales remitted to cashier	3 minutes	Cashier
7. Customer presents provisional receipt to cashier	Submitted provisional receipts to cashier	1 minute	Cashier

8. Issuance of Official Receipt	Official Receipt issued to customer and/or Marketing Manager	1 minute	Cashier
9. Remittances deposited in the bank	Remittances deposited in the bank	5 hours	Cashier

B. FOR CREDIT SALE

1. Recording of credit sale and issuance of charge invoice	Credit sale recorded and charge invoice issued to customer	2 minutes	Business Manager
2. Credit Sales audited	All credit sales audited	30 minutes	Internal Auditor
3. Billing	Credit billing forwarded to accounting and cashier	2 minutes	Accountant Cashier
4. Credit Collection	Collected credit through salary deduction	2 minutes	Cashier

I. HOW TO AVAIL OF THE SERVICE (SELLING OF ANIMAL PRODUCTS)

STEP/ACTIVITIES	MILESTONE/ OUTPUT	TIMEFRAME /DURATION	OFFICER IN-CHARGE
1. Project manager informs the Marketing Manager availability of products for sale.	List of available animal products for sale listed at the marketing center.	2 minutes	Project Manager Head, BAO
2. Customers proceed to	Customer is assisted in the identification of animal		Staff, BAO

marketing center.	product to be bought.	4 minutes	
3. Customer directed to project site for product assessment.	Customer assessed animal products and determined quantity and cost to be purchased.	10 minutes	Project Manager

A. FOR CASH SALES

4. Customer with project manager proceed to marketing center for payment.	Customer with project manager proceeds to marketing center for payment of agreed cost.	10 minutes	Project Manager Business Manager
5. Recording and issuance of provisional receipt.	Cash sale recorded at marketing center and provisional receipt issued to customer.	2 minutes	Business Manager
6. Cash sales audited	All cash sales audited by Internal Auditor	30 minutes	Internal Auditor
7. Remittance of Cash Sales	Cash Sales Remitted to Cashier	1 minute	Cashier
8. Customer presents provisional receipt to cashier.	Submitted provisional receipt to cashier	1 minute	Cashier
9. Issuance of Official Receipt	Official Receipt issued to customer and/or marketing manager	2 minutes	Cashier
10. Remittances deposited in the bank	Remittances deposited in the bank	5 hours	Cashier

B. FOR CREDIT SALE

1. Recording of credit sale and issuance of charge invoice	Credit sale recorded and charge invoice issued to customer	2 minutes	Business Manager Staff, BAO
2. Credit sales audited	All credit sales audited	30 minutes	Internal Auditor
3. Billing	Credit billing forwarded to accounting and cashier	2 minutes	Accountant Cashier
4. Credit Collection	Collected credit through salary deduction	2 minutes	Cashier

STEPS OF MARKETING THE IGP PRODUCTS

STEPS: A. PRODUCTS DISPOSAL

PHASE APPROVAL

1	<p>The marketable products shall be turned over to the Marketing Center.</p> <p>However products that are difficult to move out from the project site to the marketing center shall be disposed at the project site.</p>	3 minutes	Project In-charge Business Manager Staff, BAO
2	All cash receives from sales of products must be covered by Official Receipt.	10 minutes	Project Manager Business Manager Staff, BAO

B.CREDIT SALES

1	Credit shall be limited to faculty & staff covered by Charge Invoice which shall be consolidated by the marketing center for recording & billing in coordination with Accounting Office/Cashier.	3 minutes	Project Manager Business Manager Staff, BAO
2	Credit Sales shall be collected through payroll deduction or by the customer by Credit Promissory Note.		
3	Credit Sales shall be given a maximum of 90 days & overdue amount unpaid will be subjected to 1% per month.	Maximum of (ninety) 90 days	
4	Products/Services used by the Campus/University: This will be covered by a memorandum by authorized official specifying the purpose and mode of payment. Charge invoice shall be issued by Marketing Center shall be received by personnel withdrawing the product and shall be inspected by the Internal Audit. Meal/Snack served to Official Visitors: this will be shouldered by the	3 minutes	Project Manager Business Manager Staff, BAO
5	Administration and shall be covered by requisition slip to be accomplished by the concerned personnel entertaining the visitor and approved by the Chancellor/University President.	3 minutes	Fastfood Personnel

VI. MONITORING, FEEDBACK AND REDRESS MECHANISM

Please let us know how we serve you by:

- A. Accomplishing our Feedback Form available at the Public Assistance and Complaints Desk and drop it in the drop box or give to the employee of the department/unit concerned.
- B. Talk to our Officer-of-the-Day stationed at the Public Assistance and Complaints Desk personally or call Tel. No. (072) 242-1117.
- C. Sending your feedback through our website (www.dmmmsu-nluc.org).



CUSTOMER FEEDBACK FORM

Thank you for visiting our Campus/Office/s and availing of our services. As part of a continuing effort to improve our service, please let us know how you rate the quality of service provided by checking the appropriate box because we want to serve you better.

1. **Client Name:** _____
2. **Address:** _____
3. **Employee Name:** _____
Department/Office Visited: _____
4. **Service Availed:** _____

OUR OFFICE

YES

NO

5. Is the office easy to locate?
6. Is the office clean and orderly?
7. Did you feel comfortable?
8. Was there a long waiting line of customers?
9. Was there an appropriate signage of direction?

<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

OUR FRONTLINERS

10. Is the employee-in-charge available?
11. Is the employee-in-charge knowledgeable?
12. Is the employee-in-charge accommodating?
13. Were you received properly?
14. Were your needs attended to promptly?
15. Were you made to wait long?

<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

REQUIREMENTS

16. Were you made aware of the requirements?
17. Were there so many additional requirements?
18. Were you given proper information on how to get requirements?
19. Were you made aware of the fees you will pay?

<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

OUR OFFICERS

20. Were the authorized official/s available?
21. Did it take him/them long to sign the document?
22. Nagpa-important ba?

<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

OUR INFORMATION

23. Is the document needed available?
24. Is the document well-organized?
25. Is the data complete?
26. Is the data relevant to your request?
27. Are instructions clear, brief and concise?

<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	<input type="checkbox"/>

Other Comments/Suggestions for Improvement if any:

Thank you very much.

VII. DIRECTORY OF DMMMSU-NLUC OFFICIALS

DR. JAIME I. MANUEL, JR.	Chancellor
DR. FELINO R. NERI	Dean, College of Graduate Studies & Program Coordinator, Ph.D.
DR. LYDIA P. LIBUNAO	Dean, College of Agriculture
DR. SHALIMAR L. NAVALTA	Dean, College of Computer Studies
DR. ROSITA P. ABUBO	Dean, College of Education
DR. RAUL B. SAMPAGA	Dean, College of Arts and Sciences
DR. JESSIE V. UFANO	Director, Institute of Agroforestry and Watershed Management
DR. LEONORA E. NGILANGIL	Director, Institute of Environmental Studies
DR. PRISCILO P. FONTANILLA, JR.	Director, Institute of Veterinary Medicine
DR. ROGELIO M. ESTACIO	Director of Fisheries Research & Training Institute
PROF. CAROLYN A. AKILITH	Chairperson, Mathematics, Physical and Biological Science Department
PROF. EDEN A. SAGUN	Chairperson, Languages, Humanities and Social Sciences Department
DR. VELMA T. MANGASER	Chairperson, Agriculture Department
DR. VICTORIA M. DE PADUA	Chairperson, Agribusiness Management Department
DR. LUZ C. COLLADO	Chairperson, Agricultural Engineering Department
DR. SALVE MARIA A. SANCHEZ	Chairperson, Elementary Education Department
DR. CRISELDA G. SARIO	Chairperson, Secondary Education Department
DR. RINA B. RONQUILLO	Principal, Elementary Laboratory School

DR. MIRASOL M. BANGUG	Principal, Secondary Laboratory School
DR. VICKY A. AGPASA	Head, Instruction & Spiritual Services
PROF. PEPITO V. HUFALAR	Head, Planning and Infrastructure
DR. ZOSIMA B. TADINA	Head, Research
DR. ELADIO E. CAMALIG, JR.	Head, Extension
PROF. RUBEN P. DACAYANAN	Head, Auxiliary Services
PROF. JUNIFER REY E. TABAFUNDA	Head, Student Affairs Services
DR. GREGORY B. VISTE	Head, Sports
PROF. MACRINA V. BATOON	Head, Cultural Affairs
DR. JO-ANNE D. VILLAR	Head, Business Affairs Office & Resource Generation
DR. MINERVA J. TABAFUNDA	Head, Management Information System
DR. NELLY C. ANTOLIN	Head, Quality Assurance Services
PROF. FRANCISCO R. DACONES, JR.	Head, Internal Audit
DR. JOCELYN O. DANGLE	Head, Administrative Services
MR. DEXTER P. LICAY	Head, Finance Services
DR. SONIA S. ISIP	Head, Library Services and Development
ENGR. ROY N. LAQUIDAN	Head, Motorpool
DR. FLORENDO Q. DAMASCO	Head, NSTP
DR. AMELIA S. DELOS ANGELES	University/Campus Registrar
DR. MARILOU C. DACANAY	Head, Alumni Affairs
DR. ROSENIO C. SILVESTRE	In-Charge, Facilities/Bldg. Mntnce./Campus Vet.

ENGR. DANIEL JOVIN V. VALMORES	Campus Engineer
MR. BERNARDO C. IPAC	In-Charge, Landscaping & Beautification
PROF. GRACE S. NISPEROS	Executive Assistant/Campus Secretary
MR. SANTOS A. ESPERON	Head, Security Services

DUTIES OF NLUC CITIZEN’S CHARTER COMMITTEE

1. Conduct monitoring and evaluation.
2. To regularly update the citizen’s charter.
3. To report the result of the monitoring and evaluation to higher authorities.
4. Recommend interventions as the need arises.
5. Perform such other related functions as maybe necessary.



ANTI – FIXER CAMPAIGN

The Anti-Red Tape Law (RA 9485) imposes stiff penalties on fixers: Imprisonment of as long as six (6) years, or a fine up P200, 000.00 or both.

LABANAN ANG FIXERS

Report the name of the fixer, name and location of the government office, date and type of transaction to the following:

OFFICE OF THE OMBUDSMAN	0926-699 4703 (02) 927 4102 (02) 927 2404
DMMMSU	(072) 242-1117
CIVIL SERVICE COMMISSION	0917-TEXTCSC (8398272) (02) 932-0111 (072) 700-5763 0929-505 0668
CONTACT CENTER NG BAYAN	1-6565 0908-881 6565