

## University Clinic—Issuance of Medical-Dental Certificate

### Schedule of Availability of Service:

Monday – Friday 7:00am to 8:00pm (No noon Break),

Saturday 8:00am to 12:00nn - 1:00pm to 5:00pm

Sunday 8:00am to 12:00nn - 1:00pm to 5:00pm

**Who may avail of the service:** All students of the University/Faculty and Non-Academic Personnel

### What are the requirements:

#### A. For absent student

1. Excuse letter from parent or guardian
2. Valid I.D. of the parent or guardian
3. School I.D of the client

#### B. For OJT, ST, Employment

1. School I.D of the client
2. Recent Chest X-Ray within 6 months

#### C. For seminars, Field trip and other school activities

1. School I.D. of the client
2. Physical examination/Medical and Dental history of Client

**Duration:** 10 minutes

Step	Applicant/Client	Service Provider	Duration	Person in Charge	Fees	Form
1	Accomplish the request form and submit to the nurses on duty	Assess the client and verify / validate the requirements if present	2 minutes	Nurse, Physician and Dentist	None	Client Request Form (BuSU-OP-UI-02F1)
2	Proceed to the consultation area	Interview and examine the Medical and Dental history of the Client.  Provide medical diagnosis.  Provide medical/dental treatment if needed  Issue medical certificate	5 minutes	Physician/ Dentist	None	Medical Certificate Due to absent student (BuSU-OP-UI-02F2)  Medical certificate for OJT, ST, School activities and employment (BuSU-OP-UI-03F1)  Dental Certificate due to absent student (BuSU-OP-UI-02F3)  Dental Certificate for OJT, ST, School activities and employment (BuSU-OP-UI-03F2)
3	Proceed to the nurse on duty	Carry out doctor/dentist orders if any Log on computer for database.	3 minutes	Nurse	None	None

**CCB** CONTACT CENTER ng BAYAN  
A Step Towards Better Governance

## Contact Center ng Bayan

*Your direct line to quality government service*

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

**SMS/Text Access: 0908-8816565**

**Log-on to [www.contactcenterngbayan.gov.ph](http://www.contactcenterngbayan.gov.ph)**

**www.facebook.com/contactcenterngbayan**

## FEEDBACK AND REDRESS MECHANISMS

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

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

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



**BULACAN STATE UNIVERSITY**  
Malolos City, Bulacan

## VISION

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

## MISSION

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

## CITIZEN'S CHARTER (Step-by-Step)

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

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

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

## SOAR BulSU!

Service to God and Community Order and Peace

Assurance of Quality and Accountability Respect and Responsibility

## Office of the Registrar—Application and Issuance of Transcript of Records, Honorable Dismissal and Certification of Grades (Walk-in)

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

**Who may avail of the service:** All students except newly graduates

**What are the requirements:**

1. Properly accomplished clearance form
2. Official Receipt
3. If the request is filed through a representative, an authorization letter and/or Special Power of Attorney (SPA)

**Duration:** One (1) Hour and 15 Mins

Step	Applicant/Client	Service Provider	Duration	Person in Charge	Fees	Form
1	Secure clearance form at the Registrar's Office	Issue clearance form	2 minutes	Registrar's Staff at the Window	None	Clearance form
2	Fill-in all the items in the clearance form & have it signed by the concerned offices	Sign the form if applicant is free from any obligation	30 minutes	Concerned Offices	None	Clearance form
3	Pay the corresponding fee at the Cashier's Office	Process payment and issue Official Receipt of payment (OR)	5 minutes	Cashier's Staff	50.00/page TOR fee	None
4	Submit all necessary documents at the designated Registrar's window	Receive documents.	2 minutes	Registrar's staff at the window	25.00-certification fee	None
		The concerned evaluator will check, update and evaluate the record of the student in case all the requirements were complied with.	30 minutes	Evaluator	None	None
5	Receive the claim Stub	Schedule the release of the request and issue the claim stub to the student/client. (Within 5 working days from the date of receipt the requested record will be available for newly graduates)	5 minutes	Registrar's staff at the window	None	Claim Stub
6	Claim the document	Release the requested documents	1 minute	Registrar's Staff at the window	None	None

**END OF TRANSACTION (TOTAL = 1 Hour and 15 Minutes)**

## Accounting Office—Issuance of Examination Permit

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

**Who may avail of the service:** All officially enrolled students

**What are the requirements:**

1. Certificate of Registration
2. Official Receipt

**Duration:** 4 minutes

Step	Applicant/Client	Service Provider	Duration	Person in Charge	Fees	Form
1	Accomplish the request form.	<a href="#">Verify the accomplished request form</a>	2 minutes	Accounting Staff	None	Request Form
2	Present Certificate Of Registration (COR) and Official Receipt (OR).	Verify student's record against the COR and OR; Print the Test Permit.	1 minute	Accounting Staff	None	None
3	Wait for the release of the request.	Issue the Test Permit.	1 minute	Accounting Staff	None	None

**END OF TRANSACTION (TOTAL = 6 Minutes)**

## Accounting Office—Issuance of Statement of Account (Walk-in)

Schedule of Availability of Service: Monday – Friday

8:00am – 5:00pm (No noon break)

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

**What are the requirements:** Certificate of Registration

**Duration:** 9 minutes

Step	Applicant/Client	Service Provider	Duration	Person in Charge	Fees	Form
1	Accomplish the request form.	Receive/review accomplished request form. Advise the client to pay the corresponding fee.	2 minutes	Accounting Staff	None	Request form
2	Pay to the Cashier the corresponding fee.	Process payment and issue Official Receipt (OR).	5 minutes	Cashier	25 pesos	None
3	Present Certificate Of Registration (COR) and Official Receipt (OR).	Verify data in the Computerized Enrollment System and print the Statement Of Account (SOA).	1 minute	Accounting Staff	None	None
4	Receive statement of account	Sign the Statement Of Account; Issue the Statement Of Account.	1 minute	Head of Unit; Accounting Staff	None	None

**END OF TRANSACTION (TOTAL = 9 Minutes)**

## Cashier's Office—Issuance of Official Receipt (Tuition/Misc. Fees)

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

Saturday (for Graduate School) 8:00am – 5:00pm (No noon break)

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

**What are the requirements:**

1. Cashier's Payment Form
2. Certificate of Registration

**Duration:** 6 mins.

Step	Applicant/Client	Service Provider	Duration	Person in Charge	Fees	Form
1	Fill-out the cashier's payment form.	Receive, Encode & Check the Student Number & the details of payment of the student.	1 minute	Collecting Officer	None	Payment Form
2	Pay the corresponding school fees.	Accept payments and issue Official Receipt.	5 minutes	Collecting Officer	Amounts due	None

**END OF TRANSACTION (TOTAL = 6 Minutes)**

## Cashier's Office—Issuance of Official Receipt (Payment of Certificates/Statement of Accounts)

Schedule of Availability of Service:

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

Saturday (for Graduate School) 8:00am – 5:00pm (No noon break)

**Who may avail of the service:** All students/alumni/tenants of the University

**What are the requirements:**

1. Cashier's Payment Form
2. Request Form

**Duration:** 6 mins.

Step	Applicant/Client	Service Provider	Duration	Person in Charge	Fees	Form
1	Fill-out the cashier's payment form.	Receive, encode & Check the Student Number & the details of payment of the student	1 minute	Collecting Officer	none	Cashier's Payment Form
2	Pay the corresponding school fees.	Accept payments and issue Official Receipt	5 minutes	Collecting Officer	Amounts due	none

**END OF TRANSACTION (TOTAL = 6 Minutes)**