

MinSCAT

Citizen's Charter



CITIZEN'S CHARTER

Mindoro State College of Agriculture and Technology

Introduction/Rationale

Towards the goal of providing excellent service to the clientele, the Mindoro State College of Agriculture and Technology upholds the Republic Act 9485 also known as Anti-Red Tape Act (ARTA) in its administration to ensure transparency and utmost integrity among all employees.

This Citizen's Charter serves as the blueprint of service standards that MinSCAT community observes. It is the product of united endeavor pursued by the College key officials through the initiative of Mrs. Filomena P. Reyes, Chief Administrative Officer and leadership of Dr. Jesse T. Zamora, SUC President II.

It aims to equip the employees in general and the frontline officers in particular how to promote accountability and responsibility in providing honest service as public servants in catering the needs of people and meeting the demands of the time. It also provides specific measures how to combat graft and corruption and rules how to facilitate effective and efficient quality service.

Through the Citizens' Charter, MinSCAT can assure the public that it is a red tape-free campus – an institution that upholds *R*-esponsibility, *I*-nvolvement, *C*-ommitment and *E*-xcelence while growing with utmost integrity as catalyst of progress and transformation in the society.

MinSCAT conduct seminar on Anti-Red Tape Act of 2007

Sincere of delivering quality and relevant services to its clienteles, the Seminar-Workshop on the Anti-Red Tape (ARTA) of 2007 was conducted in Mindoro State College of Agriculture and Technology – Calapan City Campus, June 17, 2009.

Mrs. Filomena P. Reyes, Chief Administrative Officer who initiated the activity, requested the College President Dr. Jesse T. Zamora for the attendance of all key officials and staffs of the three campuses to attend the said seminar knowing that the concerns are the ones responsible in the delivering of the frontline services MinSCAT is expected and known for them.

With the brilliant presentation and discussion of the research speaker, Dr. Nelson G. Sarmiento, the participants were grouped according to Instruction, Administration, and Finance, where each group was tasked to determine frontline services. From among the frontline services indicated by each department, the group crafted "MinSCAT Citizen charter" that is designed to enhance the services offered by the said departments.

The training is primarily a capacity building intervention for the

Customer Satisfaction Measurement



Mindoro State College of Agriculture and Technology
 Main Campus: Alcate, Victoria
 Bongabong Campus: Labasan, Bongabong
 Calapan City Campus: Masipit, Calapan City
 e-mail address: mmsctmainop@gmail.com / mmsctadmain@yahoo.com
 Alcate, Victoria, Oriental Mindoro 5205 Philippines
 Tel: 0977-846-7228 Fax: (+63) (43)2862368

FM-ADM-

Customer Satisfaction Measurement

Department/Office _____

How do you rate the office on the following:	1	2	3	4	5
1. Over-all Services					
2. Concern for student/ faculty/ staff					
3. Promptness in responding to questions/ concerns/ issues ability and fairness in resolving issues.					

1-Poor 2-Fair 3-Good 4-Very Good 5-Outstanding

Remarks/Suggestions/Feedback:

PHILOSOPHY

The Mindoro State College of Agriculture and Technology believes in the supremacy of God over His creation, and that man as His special creation has the capacity to learn and can be developed physically, mentally, socially and spiritually. The College strongly upholds education as an indispensable aspect in the changes of the individual. Equipped with functional and more effective education, the individual must strive to maintain an honest and productive life coupled with his duties and obligations to serve humanity and his country and to recognize his responsibility of conserving and developing the rich natural resources for sustainable development.

VISION

A self-reliant center of development in Oriental Mindoro that provides sustained leadership in instruction, research and extension to produce globally competitive professionals and appropriate technologies crucial in helping develop a productive and spiritually and morally upright citizenry, in a diverse yet cohesive society.

MISSION

The institution exists to promote professional and technological education by intensifying instruction and training, conducting more viable and relevant researches, utilizing knowledge and technology, sustaining income generation through adoption of feasible state of the art technologies, establishment of extensive and efficient linkages and networking and continuous organizational development.

GOALS

Provide and broaden the access to quality education responsive to an even growing and dynamic society.

OBJECTIVES

Strengthen the capabilities of the institution to:

1. Offer quality education
2. Provide Opportunities for the youth to develop their potentials as human being and as productive member of the society
3. Expand financial assistance to poor but deserving students toward greater access to education
4. Maximize productivity to sustain income generation

Feedback and Redress Mechanism

Schedule of Availability of Service:

Monday-Friday

7:00a.m. – 5:00p.m. without noon break

Who may Avail of the Service:

General Public

What are the Requirements:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circums-	Person in Charge	Fees	Form
1	Call the Contact Center ng Bayan (CCB) at 1-6565 or log-on to www.contactcenterngbayan.gov.ph	Take the call and address any concern, relayed by the client (Processing time varies depending on the transaction)	N/A	Citizen Charter Agent	none	none
END OF TRANSACTION						

Feedback and Redress Mechanism

Schedule of Availability of Service:

Monday-Friday

7:00a.m. – 5:00p.m. without noon break

Who may Avail of the Service:

General Public

What are the Requirements:

Step	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circums-	Person in Charge	Fees	Form
1	Proceed to the Public Assistance and Complaints Desk (PACD) and	Address any concern raised by the client and make a report, if the incident as	N/A	Officer of the Day	none	none
END OF TRANSACTION						
	Day					

Performance Pledge

We, the officials and employees of MinSCAT, commit to:

Serve you promptly, efficiently, and with utmost courtesy by authorized personnel with proper identification from Mondays to Fridays, 8:00 to 5:00 p.m. without noon break;

Ensure strict compliance with service standards, with written explanation for any delays in frontline services;

Respond to your complaint about our services the soonest or within the day through our complaint and assistance desk and take corrective measures; and;

Value every citizen's comments, suggestions, and needs, including those with special needs such as the differently-abled pregnant women, and senior citizens

All those we pledge, because YOU deserve no less.

Feedback & Redress Mechanisms

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

√ Accomplish our Feedback Form available in the Administrative Office and put in the drop box near the Biometric Clock

√ Send your feedback through e-mail address:

mnsctmainop@gmail.com or minscatadmain@yahoo.com or text us at 0977-846-7228

√ Talk to our OFFICER OF THE DAY

If you are not satisfied with our service, your written/verbal complaints shall immediately be attended to by the Officer of the Day at the Public Assistance and Complaint Desk.

THANK YOU for helping us continuously im-

Feedback and Redress Mechanism

Schedule of Availability of Service:

Monday-Friday

7:00a.m. – 5:00p.m. without noon break

Who may Avail of the Service:

General Public

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circums-	Person in Charge	Fees	Form
1	Write comments/feedback and suggestions and sends through email address: mnsctmainop@gmail.com or minscatadmain@ya	Response in any concern sent by the client, through email (Processing time varies depending on the transaction)	N/A	Officer of the Day	none	none
END OF TRANSACTION						

Feedback and Redress Mechanism

Schedule of Availability of Service:

Monday-Friday

7:00a.m. – 5:00p.m. without noon break

Who may Avail of the Service:

General Public

Step	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circums-	Person in Charge	Fees	Form
1	Get Feedback Form from the Public Assistance and Complaints Desk	Provide the form for client to fill out	1 minute	Frontline Staff	none	Feedback Form
	Accomplish form and put it	Assist the client in putting the	1 minute	Frontline Staff	none	Feedback Form
END OF TRANSACTION						
		box				

MinSCAT Frontline Services

- ◆ Issuance of Certified Copies of Documents
- ◆ Enrolment Procedure
- ◆ Scholarship and Assistantship
- ◆ Guidance Services (Counseling)
- ◆ Borrowing of Books and Other Reference Materials
- ◆ Medical Services (Blood Pressure Checking, Blood Glucose Test; and, Patient's Consultation)
- ◆ Dental Services (Tooth Restoration; Oral Prophylaxis; and, Tooth Extraction)
- ◆ Procedure in filing complaints

Issuance of Certified Copies of Documents (Appointments, PDS, Service Record, etc.)

Schedule of Availability of Service:

Monday-Friday

8:00a.m. – 5:00p.m. without noon break

Who may Avail of the Service:

The following may be allowed access to MinSCAT records:

- 1) Any requesting party as it pertains to his/her personal records:
- 2) Courts and administrative bodies exercising quasi-judicial and/or investigative functions by means of the compulsory process of subpoena duces tecum, in aid to the determination or resolution of pending cases; and,
- 3) Such other officials or entities duly authorized by competent authorities.

What are the Requirements:

Accomplished Customer Action sheet (CAS) or Letter-Request

Duration: 50 minutes

6	Ask the patient if he/she has an allergic reaction on drugs or other dental materials. If so, the dentist will conduct skin test on the patients skin before he/she has undergoes treatment. The staff will ask if he/she has any systemic problem/diseases, which could affect the treatment.	5 minutes	Dra. NG Hora	None	None
7	Prepare the necessary instruments for the treatment procedure.	2 minutes	Dra. NG Hora	None	None
8	Perform the treatment procedure to remove/extract the tooth.	15 minutes to 1 hour	Dra. NG Hora	None	None
9	After the procedure, instruct the patient on proper drug intake, the do's and don't after tooth extraction.	5 minutes	M. Garcia/ M. Recamara Dra. NG Hora	None	None
10	Dispense available prescribed medication (initial dose) and if the procedure is extensive or has an abscess, the dentist will prescribe another medication.	2 minutes	M. Garcia/ M. Recamara Dra. NG Hora	None	Prescription Pad
11	Update dental record of the patient after the treatment.	1 minute	Patient	None	None
12	Clean and disinfect/sterilize dental instruments and equipment used.	20 minutes	M. Garcia/ M. Recamara Dra. NG Hora	None	None
END OF TRANSACTION					

Note: The duration of consultation/treatment per patient will depend on the type and severity of the case.

DENTAL SERVICES (Tooth Extraction)

Schedule of Availability of Service:

Monday-Friday

7:30a.m. – 5:00p.m. without noon break

Who may Avail of the Service?:

MinSCAT populace (students, employees, faculty)–free of charge. Nearby community or outsiders

What are the requirements?:

Parents consent for HIGH SCHOOL STUDENTS (18 years old below). Nearby community or outsiders (bring dental anesthesia, pair of gloves, dental needle, cotton)

Duration: Case to case basis

How to Avail of the Service?:

Step	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circums-	Person in Charge	Fees	Form
1	Seek tooth extraction	Greet the client upon entry and establish rapport.	1 minute	Dra.NG. Hora	none	
2		Prepare the dental record of a new client or retrieve record for previous ones. If the client has no dental record, an oral exami-	5 minutes	Dra. NG. Hora	none	CBG test form
3		Elicit the clients' complaint	2 minute	Dra. NG. Hora	none	
4		Do dental check up,, and determine the status of the tooth.	1 minutes	Dra. NG. Hora	50-60 Php	
5	Submit for physical assessment	Take vital signs of the patient and conduct physical assessment. Gather medical and dental history of the patient and conduct	5 minute	Dra. NG. Hora / Nurse	none	

How to Avail of the Service:

Steps	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circums	Person in Charge	Fees	Form
1	Submit a written request	Receive & evaluate the accomplishment form	3 minutes	Ms. Andrea Rogelio	none	Customer Action Sheet (CAS) or Letter-
2	Wait while the requested documents are being retrieved	Retrieve & verify the requested records, issue charge slip, and advise client to pay a corresponding	15 minutes	Ms. Andrea Rogelio	none	none
3	Pay to the Cashier	While the client pays the corresponding fee the requested record is being prepared/ photocopied/ repro-	15 minutes	Ms. Dorina T. Empleo	P40.00 for Appointment Service Record, PDS	none
4	Present Official Receipt	Record O.R. Number to Authenticate Copy/ies Forwards to the Office of the College President for signa-	2 minutes 10 minutes	Ms. Andrea Rogelio Ms. Andrea Rogelio	none	none
5	Get copy of the requested document	Issue requested copy/ies of the requested documents	5 minutes	Ms. Andrea Rogelio	none	none
END OF TRANSACTION						

ENROLMENT PROCEDURE

Schedule of Availability of Service:

Monday-Friday (during enrolment period)

7:30a.m. – 5:00 p.m. without noon break

Who may Avail of the Service:

Student - enrolees

What are the Requirements:

For incoming first year:

1. Original Form 138-A (High School Card)
2. Certificate of Good Moral Character
3. PSA Authenticated Birth Certificate (photocopy)
4. 2 copies of recent ID pictures
5. Certification from Principal – High School Valedictorian / Salutatorian (if high school graduate with honors)
6. Certification for DILG (if the student is a dependent of elected Barangay Official)

For Transferees:

1. Certificate of Honorable dismissal & copy of report of rating
2. PSA Authenticated Birth Certificate (photocopy)
3. 2 copies of recent ID pictures
4. Certification from DILG, if dependent of elected Barangay officials

Duration:52 minutes

5		Prepare the necessary instruments for the treatment procedure	None	Dra. NG. Hora	None	None
6		Perform the treatment procedure on teeth cleaning.	30 minutes to 1 hour	Dra. NG. Hora	None	None
7		Instruct the client/patient on proper oral care.	5 minutes	Dra. NG. Hora	None	None
8		Update dental record of the client after the treatment	1 minute	Dra. NG. Hora	None	Dental treatment form/dental fee
9		Sign in the patient logbook	1 minute	Dra. NG. Hora	None	None
10		Sign in the patient in the logbook	1 minute	Dra. NG. Hora	None	Dental treatment form/dental fee

Note: The duration of treatment per patient will depend on the type and severity of the case.

DENTAL SERVICES (Oral Prophylaxis)

Schedule of Availability of Service:

Monday-Friday

8:00a.m.- 5:00p.m. without no noon break

By appointment

Who may Avail of the Service:

MinSCAT populace (students, employees, faculty) and nearly community.

What are the Requirements:

Parents consent / waver for HIGH SCHOOL STUDENTS or 18 years old below. Patient (18 years old above) should fill out dental treatment consent form

Duration: 1-2 hours / case to case basis

How to Avail of the Service:

Steps	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Seeking oral prophylaxis	Greet the client upon to the dental clinic and establish rapport.	1 minute	Dra. NG. Hora	None	None
2		Prepare the dental record of a new client or retrieve record for previous ones. If the client is new and without dental record, an oral examination is performed	5 minutes	Dra. NG. Hora	None	Medical and Dental Form
3		Elicits the clients' chief complaint	5 minute	Dra. NG. Hora	None	Parents consent (18 years old below)
4		Fill out the dental treatment form and estimate the desired amount of oral prophylaxis treatment.	1 minute	Dra. NG. Hora	P250.00 for upper and lower arch of patient's teeth	Dental treatment form/ dental fee form

How to Avail of the Service:

Step	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form*
1	See the Guidance Counselor for the result of Entrance tests and submit photocopies of admission credentials.	Issue Admission test result slips and Conduct Interview	2 minute	Ms. Heidelta Bumohya	none	Entrance examinations test results slip
2	Get registration certificate and Tracer Slip from the Registrar's Office	Assist the enrollee how to fill up the registration form properly and copy class schedule of classes for approval of faculty load.	10 minutes	Ms. Lolita M. Pine Ms. Victoria M. Castillo	none	Registration Certificates and Class Schedule Forms
3	Proceed to the Office of the Director for Student Welfare Services and fill up Student's Information-Sheet.	Filling up information sheets for scholarships, dormitory occupancy, etc.	5 minutes	Ms. Evelyn A. Leynes	none	Student Info, dormitory slips, etc.
4	Proceed to the Clinic for Physical and Dental check-up.	Fill up/ update student Medical form.	5 minutes	Dr. NG Hora M. Garcia M. Recamara	none	Student Medical Form
5	Register to the Library for Issuance of Library Card	Compute the total fees to be paid by each enrollee for the whole semester/ term & issue printout of assessment slip to the student	5 minutes	Ms. Ofelia Filia M. Vito	none	Logbook

6	Proceed to the Accounting Office for assessment of fees and secure printouts of assessment slip	Compute the total fees to be paid by each enrollee for the whole semester/ term & issue printout of assessment slip to the	10 minutes	Ms Lylanie V. Tatel	none	Assessment slip
7	Pay to the cashier	Receive payment and issue Official Receipts. Sign the tracer slip and Instruct students to go back to the Accounting Office & Present Issued OR for posting & Signing of Tracer Slip	5 minutes	Ms. Dorina T. Empleo	*school fees are reflected on assessment slips and may be paid in full or partial to	Official Receipts
8	Go back to the Accounting Office for posting of payment on individual student's ledger	Post payment of student on student's ledger	5 minutes	Ms. Lylanie Tatel	None	Official Receipts and Student's Ledger
9	Proceed to the Registrar's Office & submit the necessary admission requirements for issuance of classcards	Check all documents submitted and issue class cards to students	5 minutes	Ms. Victoria M. Castillo	None	Registration Certificates Assessment Slip, Admission Credentials Class
END OF TRANSACTION						

5		Prepare the necessary instruments for the procedure.	2 minutes	Dra. NG. Hora	none	none
6		Perform the procedure on tooth restoration.	30 minutes to 1 hour	Dra. NG. Hora	none	none
7		Instruct the client/ patient on proper oral health care.	5 minutes	Dra. NG. Hora	none	none
8	Sign in the patient logbook	Update dental record of the client after the treatment.	1 minute	Client/ patient	none	Dental treatment logbook/ patients medical and dental form
9		Clean and disinfect/ sterilize dental instruments and equipment used.	35 minutes	Dra. NG. Hora	none	none
END OF TRANSACTION						

Note: The duration of consultation/treatment per patient will depend on the type and severity of the case.

SCHOLARSHIP AND ASSISTANTSHIP

Schedule of Availability of Service:

Monday-Friday

7:30a.m. – 5:00p.m. without noon break

Who may Avail of the Service:

Poor but deserving students

What are the Requirements:

Letter of Intent; Application Form, and necessary documents (birth certificate, medical certificate, BIR Tax exempt, barangay clearance CTC and 2x2 ID pictures)

Duration:45 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form*
1	Submit letter of intent	Receives the letter of intent and issues application form	5 minutes	Ms. Evelyn A. Leynes	none	Application form
2	Fill-up application form	Assists in filling-up the application form	10 minutes	Ms. Evelyn A. Leynes	none	none
3	Presents the duly accomplished application form	Receives and checks the completeness and accuracy of the application form submitted	5 minutes	Ms. Evelyn A. Leynes	none	none
4	Submits required documents	Receives and checks the completeness of documents submitted	10 minutes	Ms. Evelyn A. Leynes	none	none
5	Undergoes interview	Interviews applicant	10 minutes	Ms. Evelyn A. Leynes	none	none
6	Waits for the announcement of the result	Announces the names of scholars	5 minutes	Ms. Evelyn A. Leynes	none	none
END OF TRANSACTION						

DENTAL SERVICES (TOOTH RESTORATION)

Schedule of Availability Service:

Monday to Friday 8:00 a.m. to - 5:00 p.m. without noon break

By appointment

What are the Requirements:

Parents consent for HIGH SCHOOL STUDENTS (18 years old below).

Duration: 1 to 2 hours / case to case basis

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form*
1	Seek tooth restoration	Greet the client upon entry to the College Clinic and estab-	1 minute	Dra. NG. Hora	none	none
2		Prepare the dental record of a new client or retrieve record for previous ones. If the client has no dental record, an oral examination is per-	5 minutes	Dra. NG. Hora	none	Medical and dental form
3		Elicit the client's chief complaint and perform clinical examination of the client tooth to be restored.	1 minute	Dra. NG. Hora	none	Parents consent form (18y/o and
4	Client	Fill out the dental treatment.	1 minute	Dra. NG. Hora	250.00 per tooth pays at	Dental treatment form/ dental fee

GUIDANCE SERVICES (COUNSELING)

Schedule of Availability of Service:

Monday-Friday

7:30a.m. – 5:00p.m. without noon break

Who may Avail of the Service:

Students, parent faculty and employees

What are the Requirements:

Call Slip, Referral Form

Duration: 35 minutes to 1 hour

How to Avail of the Service:

Step	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form*
1	Visit the Guidance Counselor for inquiries and request for counselling	Receives the inquiries and do initial interview	3 minutes	Ms. Heidelta G. Bumohya	none	none
2	Present the Referral Form	Checks the Individual Record Form of the Student Issues call slip to the student; schedule the date and time of counselling	5 minutes	Ms. Heidelta G. Bumohya	none	Referral form, Individual Inventory Record Form, Call Slip
3	Attend counselling session on specified date and time	Conduct counselling session.	30 minutes to 1 hour (depends on the issues/ concerns of the client)	Ms. Heidelta G. Bumohya	none	Anecdotal Record/ Counseling Record
4	Signs in the Log book	Files the Referral Form for profiling	2 minutes	Ms. Heidelta G. Bumohya	none	Guidance Log Book
END OF TRANSACTION						

2		Retrieve records of patient/ client from the records file for old patients.	3 minutes	M. Garcia/ M. Recamara		
3		Fill out the client's record form, for new patients/clients.	2 minutes	M. Garcia/ M. Recamara		Medical Form
4		Interview the client / patient.	3 minutes	M. Garcia/ M. Recamara		
5		Take and records vital signs.	3 minutes	M. Garcia/ M. Recamara		
6		Assess patient/client.	Depends on the type and severity of illness.	M. Garcia/ M. Recamara		
7		Treatment (minor injuries and common ailments).	Depend on the type	M. Garcia/ M. Recamara		
8		Giving medicines (over-the-counter).	1 minute	M. Garcia/ M. Recamara		
9		Intravenous insertion.	10 minutes	M. Garcia/ M. Recamara	150.00 at cashier	Medical Fee Form
10		Giving health teachings/advice	5 minutes	M. Garcia/ M. Recamara		
11		Refer patient/client to the hospital if the case needs further check—up and treatment	5 minutes	M. Garcia/ M. Recamara		
12		Bring patient/ client to other facility (hospital or clinic) if the clinic can't handle the emergency case due to inadequate facilities and lack of physician.	Depends on the distance of the hospital or clinic from	M. Garcia/ M. Recamara		
13		Update and file the health record	3 minutes	M. Garcia/ M. Recamara		Medical from log-book.
END OF TRANSACTION						

Note: The duration of consultation/treatment per patient will depend on the type and severity of the case.

6		Give health education as needed	5 minutes	M. Garcia/ M. Recamara	none	none
7		Advise to seek medical attention if result is beyond normal and symptomatic	3 minutes	M. Garcia/ M. Recamara	none	none
8		Update and file health records.	2 minutes	M. Garcia/ M. Recamara	none	Medical Form
END OF TRANSACTION						

Note: The duration of consultation/treatment per patient will depend on the type and severity of the case.

MEDICAL SERVICES (PATIENT'S CONSULTATION)

Schedule of Availability of Service:

Monday-Friday

7:30a.m. – 5:00p.m. without noon break

Who may Avail of the Service:

Students, faculty, employees, immediate family members of faculty and employees, and residents of nearby communities.

What are the Requirements: None

Duration: Case to case basis

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form*
1	Seek medical attention.	Ask patient/client to enter their name in the logbook and they are attended on first come first serve basis except in emergency cases wherein they were given priority.	1 minute	M. Garcia/ M. Recamara	none	Log-book

BORROWING OF BOOKS AND OTHER REFERENCE MATERIALS

Schedule of Availability of Service:

Monday-Friday

7:30a.m. – 6:00p.m. without noon break

Who may Avail of the Service:

Students, Faculty & Employees, the Public

What are the Requirements:

Students: School ID or Library ID

Public: School or Company ID, or any valid IDs (ex. PRC)

Duration: 21 minutes

How to Avail of the Service:

Step	Applicant/Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form*
1	Deposit your belongings to the baggage counter.	Check and receives the clients belongings and issued a number of their belongings.	1 minute	Ms. Analita C Naz/ Ms. Ms. Jinky B. Gida/ Ms. Arlyn G. Formadero	none	none
2	Log-in.	Check the log-books.	1 minute	Ms. Analita C Naz/ Ms. Ms. Jinky B. Gida/ Ms. Arlyn G. Formadero	none	Log-book
3	Present the Library ID	Check library ID	1 minute	Ms. Analita C Naz/ Ms. Ms. Jinky B. Gida/ Ms. Arlyn G. Formadero	none	
4	Go to the shelf or section where you want and choose book/s and other materials.	Give assistance and references.	15 minutes	Ms. Analita C Naz/ Ms. Ms. Jinky B. Gida/ Ms. Arlyn G. Formadero	none	none
5	Pull out the book card at the back of a book and fill it up and give to the Circulation	Receives the book card/s.	2 minutes	Ms. Analita C Naz/ Ms. Ms. Jinky B. Gida/ Ms. Arlyn G. Formadero	none	Book Card

6	Fill up the statistics for borrowers form	Give Assistance	1 minute	Ms. Analita C Naz/ Ms. Ms. Jinky B. Gida/ Ms. Arlyn G. Formadero	none	Statistics for Borrowers
7	Go to the desired place or section	Give Assistance	1 minute	Ms. Analita C Naz/ Ms. Ms. Jinky B. Gida/ Ms. Arlyn G. Formadero	none	none
END OF TRANSACTION						

MEDICAL SERVICES (BLOOD PRESSURE CHECKING/ MONITORING)

Schedule of Availability of Service:

Monday-Friday

7:30a.m. – 5:00p.m. without noon break

Who may Avail of the Service:

Students, faculty, employees, immediate family members of faculty and employees, and residents of nearby communities.

What are the Requirements: none

Duration: 18 minutes*

Step	Applicant/ Client	Service Provider	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form*
1	Request for blood pressure	Greet the client.	1 minute	M. Garcia/ M. Recamara	none	none
2		Advise the client to rest.	5 minutes	M. Garcia/ M. Recamara	none	none
3		Take blood pressure and inform the client of the result of blood pressure	1 minute	M. Garcia/ M. Recamara	none	none
4		Record the result of the blood pressure.	1 minute	M. Garcia/ M. Recamara	none	Med. Form
5		Give health education as needed.	5 minutes	NurseM. Garcia/ M.	none	none
6		Advise to seek medical attention if	3 minutes	M. Garcia/ M. Recamara	none	none
7		Update and file the health record.	2 minutes	M. Garcia/ M. Recamara	none	Log-book/ Med
END OF TRANSACTION						

MEDICAL SERVICES (CAPILLARY BLOOD GLUCOSE TEST)

Schedule of Availability of Service:

Monday-Friday

7:30a.m. – 5:00p.m. without noon break

Who may avail of the Service:

Students, faculty, employees, immediate family members of faculty and employees, and residents of nearby communities.

What are the Requirements:

None

Duration: 16 minutes

How to Avail of the Service:

Step	Applicant/ client	Clients comes in and greeted, established rapport	Duration of Activity (Under Normal Circumstances)	Person in Charge	Fees	Form
1	Request for capillary blood sugar check	Greet the client upon entry to the College Clinic and establish rapport.	1 minute	M. Garcia/ M. Recamara	none	none
2		Instruct the client to fill out the CBG and write his/ her name on the logbook	2 minutes	M. Garcia/ M. Recamara	none	none
3		Ask client about the time of last food intake	1 minute	M. Garcia/ M. Recamara		
4		Blood sample extraction	1 minute	M. Garcia/ M. Recamara	60.00 to be paid at cashier.	Medical fee form
5		Inform the client of the result.	1 minute	M. Garcia/ M. Recamara	none	none