



TARLAC STATE UNIVERSITY

CITIZEN'S CHARTER INFORMATION BILLBOARD

1. Processing of Inter-Office Communication and Transactions

REQUIREMENTS	WHERE TO SECURE
A. Travel Order for Students on Local Off-Campus Activities	
1. Letter of Invitation (1 Original Copy)	Office of the College Dean
2. Endorsement (1 Original Copy)	
3. Letter of Request to Attend and Participate in the Activity (1 Original Copy)	
4. Photocopy of Student's ID (1 Original Copy)	The client will provide
5. Certificate of Registration (1 Original Copy)	
6. Medical Clearance (1 Original Copy)	
7. Duly Notarized Signed Consent Form by Parent / Guardian (1 Original Copy)	Office of Student Affairs and Services
8. Itinerary of the Trip / Activity with Minutes of the Meeting of the Organization (1 Original Copy)	Secretariat of the Student Organization / Student Organization Adviser
9. If Financial Collection is Required, – Breakdown of Budget or Expenses (1 Original Copy)	
10. Minutes of Meeting with Parents or Guardians (1 Original Copy) (if applicable)	Secretariat of the Student Organization / Student Organization Adviser / Office of the College Dean
11. Transportation for the Activity	TSU Motor pool
12. If No TSU Vehicle is Available, – Insurance of the vehicle – Certification in good condition of the vehicle – Certification that the driver has acceptable driving record (1 Original Copy)	Transportation Provider
13. For Supervising Faculty or Personnel-in-Charge, if the Faculty - Student Ratio is 1:30, – Accomplished Faculty Loading and Make-up form (1 Original Copy)	Office of the College Dean
B. Individual Performance Commitment and Review (IPCR) / Department Performance Commitment and Review (DPCR) – (Faculty Personnel)	
1. For Faculty Member – Individual Performance Commitment and Review (IPCR) with the supporting Document (1 Original Copy)	The client will provide
2. For College Dean and Department Chairperson – Department Performance Commitment and Review (DPCR) with supporting Document (1 Original Copy)	Department Chairpersons / College Deans

CLIENT SATISFACTION MEASUREMENT SURVEY

Help us improve our service delivery by participating in voicing out your experience in availing of our services. You may send your feedback via three (3) ways shown below

1. Accomplish the Client Satisfaction Measurement (CSM) Form & drop it at the office's CSM/Feedback box provided or at the designated Public Assistance Complaints Desk (PACD).
2. Scan the CSM QR code using your mobile phone and start answering the survey form.



3. For Online Transactions: Access the Client Satisfaction Measurement (CSM) Form thru the link: <https://tinyurl.com/tsuonlinecsm>

ASSISTANCE AND COMPLAINTS

1. For assistance you may contact or send an email to helpdesk@tsu.edu.ph
2. For service complaints: Access the Citizen/Client Complaint (Reklamo) Form thru the link: <https://tinyurl.com/tsureklamo>

FOR FOLLOW-UP OR QUERIES, YOU MAY REACH THIS OFFICE AT:

Telephone No.: (045) 606-8115

Email: vpaa@tsu.edu.ph



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REQUIREMENTS	WHERE TO SECURE
C. Payroll / Voucher / Request to Render Overtime/ Request for Funding	
1. Letter to Request to Render Overtime, <i>if any</i> (1 Original Copy)	The client will provide
2. Accomplished Authority to Render Overtime Services <i>TSU-ASU-SF-02</i> - (1 Original Copy)	Office of the Vice President for Academic Affairs or download at https://www.tsu.edu.ph/media/1mikgujh/tsu-asu-sf-02-authority-to-render-overtime.docx
3. Approved Request Letter (1 Original Copy)	Office of the College Dean / Unit Director
4. Approved Special Order and Daily Time Record (1 Original Copy)	
D. Special Order for Lecturers, Part-timers, and Tenured Faculty with Honorarium Classes	
1. Faculty Loading with Specified Number of Students (1 Original Copy)	Office of the College Dean / Department Chairperson
E. Travel Order for Teaching Personnel	
1. Invitation Letter (1 Original Copy)	The client will provide
2. Endorsement Letter (1 Original Copy)	Office of the College Dean
3. Faculty Loading (1 Original Copy)	Respective College
4. For weekday official travel/ business, Signed make-up class form (1 Original Copy)	

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present the requirements to the Office of the Vice President for Academic Affairs.	1.1 Receives and reviews the completeness of the submitted documents. <i>Note: If submitted documents are incomplete, return and inform the lacking.</i>	None	10 minutes	<i>Mr. Renard De Vera</i> Clerk, OVPAA
	1.2 Evaluates and acts on the document.	None.	1 hour	<i>Dr. Agnes M. Macaraeg</i> Vice President, OVPAA
	1.3 After the evaluation, the document will be issued/ released either back to the client or to the office of the next signatory.	None	5 minutes	<i>Mr. Renard De Vera</i> Clerk, OVPAA
TOTAL:		None	1 Hour & 15 Minutes	

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