



Zamboanga State College of Marine Sciences and Technology

CITIZEN'S CHARTER 2025 (1st Edition)



I. Mandate

PRESIDENTIAL DECREE NO. 2020

CONVERTING THE MINDANAO REGIONAL SCHOOL OF FISHERIES INTO ZAMBOANGA STATE COLLEGE OF MARINE SCIENCES AND TECHNOLOGY, DEFINING ITS POWERS, FUNCTIONS, AND DUTIES, AND APPROPRIATING FUNDS THEREFORE, AND FOR OTHER PURPOSES.

The ZSCMST is mandated to provide the necessary leadership in professional and technical instruction in fisheries, maritime technology, marine sciences, and development management in line with the manpower requirement and other development needs of Western Mindanao and neighboring regions. It shall offer undergraduate and graduate courses in fisheries, maritime technology, marine sciences, computer technology, and development management as well as technical/vocational courses relevant to the needs of fisheries, maritime, and other marine resource-based industries. It shall provide research in fisheries, and marine sciences and in related agribusiness concerns.

II. Vision

A world-class institution for higher learning, research, development, and innovation in fisheries, marine sciences, maritime education, and technology by 2024.

III. Mission

Provide quality education and relevant research and extension to produce globally competitive human capital for fisheries and marine-based industries.

IV. Core Values

#icare

Commitment Attitude Relationship Excellence

V. Service Pledge

The ZSCMST commits to develop and provide first-rate, customer needs-compliant undergraduate and graduate education; user and environment-friendly technologies; value-enhanced processed and farmed products; technical and expert services; and alternative learning programs that equip customers with employer-prescribed job competencies, diversify and hone their capacities to improve their lives and create opportunities for meaningful growth and development in the Zamboanga Peninsula.



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Graduate School

Enrollment in Graduate Programs



1. Enrollment in Graduate Programs

Graduate Student Admission, Registration and Enrollment

Office or Division:	College Registrar's Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Graduate School Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For New Entrants				
TRANSCRIPT OF RECORDS of the Baccalaureate degree (from the last attended institution with remarks: For transfer or for evaluation purposes)		Last school attended		
Honorable Dismissal		Last school attended		
PSA (Birth Certificate and Marriage Contract for female student if married)		Philippine Statistics Authority		
Permit to study (for government employees)		Head office of the agency		
Duly accomplished Graduate Programs Application and Enrollment Form		Program Adviser from each College		
For old student				
Prospectus with grades from the Registrar's office for evaluation		Registrar's office		
Student Passbook (clearance from the previous semester)		Registrar's office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements/credentials (Receiving, Evaluation, and Registration)	1. Evaluate credentials 1.1. Give application form (For Freshmen) 1.2. Give Enrollment form	None	12 minutes	Melchior B. Brillantes Graduate School Coordinator
2. Accomplish and submit Graduate (GS) Registration Form (Approval of Form)	2. Check the filled-out Enrollment Form 2.1. Approve the Enrollment form for processing	None	5 minutes	Melchior B. Brillantes Graduate School Coordinator

3. Pay Developmental and Graduate School Student Association Fee	3. Receive payment and issue the receipt	Developmental and GSS Association Fee – PHP 1,000	5 minutes	<i>Melchior B. Brillantes</i> Graduate School Coordinator
4. Submit approved GS Registration form for assessment of tuition and other fees	4. Assess account for payment	None	5 minutes	<i>Felecita C. Sagoso, MAHE</i> College Registrar
5. Pay tuition and other fees	5. Receive payment and issue the receipt	Tuition fee without Laboratory – PHP 3750 Tuition fee with Laboratory – PHP 6250	3 minutes	<i>Irma F. Pamplona</i> Head, Assessment and Cashier's Office
6. Request for the posting of payment	6. Fill-out payment posting in the Student passbook	None	5 minutes	<i>Irma F. Pamplona</i> Head, Assessment and Cashier's Office
7. Submit Registrar's copy of GS Registration Form and other requirements	7. Evaluate student's credentials	None	5 minutes	<i>Felecita C. Sagoso, MAHE</i> College Registrar
8. Submit the Graduate School's copy of the GS Registration Form	8. Issue Certificate of Enrollment (COR)	None	3 minutes	<i>Felecita C. Sagoso, MAHE</i> College Registrar
TOTAL:			43 minutes	



College Registrar's Office

Approval of Adding/Dropping of Subjects



1. Approval of Adding/Dropping of Subjects

Approval of Adding and/or Dropping of Subjects

Office or Division:	College Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Student/Any Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Student copy of enrollment form		Respective College		
Student Passbook		Assessment Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for adding or dropping of subject/s	1.1. Issue Adding or Dropping Form	None	2 minutes	<i>Felecita C. Sagoso, MAHE College Registrar</i>
2. Pay the prescribed fee for adding/dropping form	2.1 Receive payment and Issue Official Receipt	Adding/Dropping Form fee – PHP 50 (2nd course, Opt-out mechanism, Beyond 5-year residence rule) No fees for regular students not mentioned above (Effective SY 2017 – free Education Act.)	2 minutes	<i>Irma F. Pamplona Head, Assessment and Cashier's Office</i>
3. Submit accomplished adding/dropping form for re-assessment	3.1 Re-assess account and note in the Adding/Dropping Form	None	10 minutes	<i>Irma F. Pamplona Head, Assessment and Cashier's Office</i>
4. Submit re-assessed adding/dropping form	4.1 Approve and process request	None	5 minutes	<i>Felecita C. Sagoso, MAHE College Registrar</i>
TOTAL:			19 minutes	



College Registrar's Office

Completion of Grades



1. Completion of Grades

Completion of a student's subject which was graded incomplete.

Office or Division:	College Registrar's Office			
Classification:	Highly Technical			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Students Passbook		Assessment Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for completion form	1.1 Issue Completion Form	None	2 minutes	<i>Felecita C. Sagoso, MAHE College Registrar</i>
2. Accomplish completion form and pay prescribed fees	2.1 Receive payment and Issue Official receipt	Passbook fee – PHP 50	2 minutes	<i>Irma F. Pamplona Head-Cashier</i>
3. Present O.R. and accomplished completion form	3.1 Receive request; verify grading sheet; Instruct concerned instructor to administer the examination 3.2 Administer examination; issue grade and submit/forward to Program chairperson/adviser for review 3.3 Receive completion form, review, affirm and forward to College Dean 3.4 Receive Completion Form, verify and validate 3.5 Receive Completion Form, input/post grade, and keep appropriate record	None	10 minutes	3.1 <i>Armand H. Lee (CELA Dean)</i> <i>C/E Christalyn Chiong (CME Dean)</i> <i>Oliver D. Tito, Ph.D. (CFMS Dean)</i> <i>Alma Freda D. Labos (CMT Dean)</i> 3.2 <i>Instructor</i> <i>Any College</i> 3.3. <i>Program Chairperson/Adviser</i> <i>Any College</i> 3.4 <i>College Dean</i> <i>Any College</i> 3.5 <i>Felecita C. Sagoso, MAHE College Registrar</i>
TOTAL:			14 minutes	



College Registrar's Office

Evaluation of Grades



1. Evaluation of Grades

Evaluate the student's completion of his/her respective curriculum.

Office or Division:	College Registrar's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Student/Any Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
None		Not Applicable		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for evaluation of grades	1.1 Check file copy of Evaluation Sheet 1.2 Issue copy of Evaluation Sheet of list of deficiency/ies	None	2 minutes	<i>Felecita C. Sagoso, MAHE College Registrar</i>
TOTAL:			2 minutes	



College Registrar's Office

Issuance of DFA Endorsement



1. Issuance of DFA Endorsement

Issuance of DFA Endorsement from the College.

Office or Division:		College Registrar's Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who May Avail:		Students / Any Authorized Representative		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Form 137-A		Last School Attended		
Birth Certificate		Philippine Statistics Office		
Diploma, Transcript of Record, CAV, Certifications		Zamboanga State College of Marine Sciences and Technology		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for DFA Endorsement	1.1 Receive Request and check document for endorsement 1.2 Instruct client to pay prescribed fee	None	5 minutes	<i>Felecita C. Sagoso, MAHE College Registrar</i>
2. Pay the prescribed fee	2.1 Receive payment and Issue Official Receipt	Testing fee – PHP 200	2 minutes	<i>Felecita C. Sagoso, MAHE College Registrar</i>
3. Note O.R. number, issue Certification, and Endorsement Letter	3.1 Note OR number 3.2 Issue certification and Endorsement Letter	None	10 minutes	<i>Felecita C. Sagoso, MAHE College Registrar</i>
TOTAL:			17 minutes	



College Registrar's Office

Issuance of Permit to Study



1. Issuance of Permit to Study

Issuance of permit to study for graduating students to cross-enroll to complete curriculum.

Office or Division:	College Registrar's Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Graduating Students / Any Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For cross-enrollment during regular semesters				
Recommendation letter of the college Dean approved by the Vice President for Academic Affairs		Respective College Dean and Vice President for Academic Affairs		
For summer				
Accomplished Permit to Study Form		Respective College Dean and Vice President for Academic Affairs		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Recommendation Letter	1.1 Issue Billing Statement	None	2 minutes	<i>Felecita C. Sagoso, MAHE College Registrar</i>
2. Pay prescribed fees	2.1 Receive payment and issue Official Receipt	fee – PHP 50 (2nd course, Opt-out mechanism, Beyond 5-year residence rule)	2 minutes	<i>Felecita C. Sagoso, MAHE College Registrar</i>
3. Present Official Receipt	3.1 Note OR number, process request, and issue Permit to Study	None	5 minutes	<i>Felecita C. Sagoso, MAHE College Registrar</i>
TOTAL:			9 minutes	



College Registrar's Office

Issuance of Student Records



1. Issuance of Student Records

Issuance of Scholastic Records (Transcript of Records, Certifications, CAVs, Honorable Dismissals and Diplomas)

Office or Division:	College Registrar's Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Students / Any Authorized Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Form 137-A		Last School Attended		
Birth Certificate		Philippine Statistics Office		
Transferred credentials		Last School Attended		
Clearance		Assessment Office		
OJT Certification		College Registrar		
OJT Workbook or Undergraduate Thesis. Whichever is applicable		Program Adviser		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Accomplish and Submit Request for student record together with the requirements	1.1 Receive request and check requirements; advise client when to claim the requested records 1.2 Issue billing statement	None	3 minutes	<i>Felecita C. Sagoso, MAHE College Registrar</i>
2. Pay bill	Receive payment and Issue Official Receipt	TOR (Average fee) – PHP 360 HD Fee – PHP 100 Diploma with Jacket Fee – PHP 350 Certificate – PHP 50 CAV Fee – PHP 100	2 minutes	<i>Felecita C. Sagoso, MAHE College Registrar</i>
3. Present Official Receipt	Note OR number; release requested record and authenticate photocopy	None	5 minutes	<i>Felecita C. Sagoso, MAHE College Registrar</i>
TOTAL:			10 minutes	



College Registrar's Office

Registration/Enrollment in the Undergraduate Programs



1. Registration/Enrollment in the Undergraduate Programs

Registration of new/transferee students and enrollment of continuing/returning students in undergraduate programs in the college.

Office or Division:	College Registrar's Office		
Classification:	Complex		
Type of Transaction:	G2C – Government to Citizen		
Who May Avail:	Student		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE	
For Transferees (General Requirements)			
College Admission Test Result (CAT)		College Admission Office	
Form 138		Senior High School/Last School Attended	
Certificate of Good Moral Character		Senior High School/Last School Attended	
NSO-Validated Birth Certificate		Philippine Statistics Office-SECPA	
Transcript of Records/Honorable Dismissal (for transferees)		Last School Attended	
Ishihara Exam, Neuro		Accredited Physician/Clinic	
Drug Test Result		Accredited Physician/Clinic	
2" x 2" (4 copies)		Any photo studio	
1" x 1" (2 copies)		Any photo studio	
For First and Third Year Students			
College Admission Test Result (CAT)		College Admission Office	
Form 138		Senior High School/Last School Attended	
Certificate of Good Moral Character		Senior High School/Last School Attended	
NSO-Validated Birth Certificate		Philippine Statistics Office-SECPA	
Medical Certificate (for First-year and third-year students)		DOH Accredited Licensed Physician	
Ishihara Exam, Neuro		Accredited Physician/Clinic	
Drug Test Result		Accredited Physician/Clinic	
2" x 2" (4 copies)		Any photo studio	
1" x 1" (2 copies)		Any photo studio	
For BSMT and BSME Students			
College Admission Test Result (CAT)		College Admission Office	
Form 138		Senior High School/Last School Attended	
Certificate of Good Moral Character		Senior High School/Last School Attended	
NSO-Validated Birth Certificate		Philippine Statistics Office-SECPA	
Ishihara Exam, Neuro		Accredited Physician/Clinic	
Psychological test result, Color Vision and Audiometric Result (For BSMT and BSME students only)		Accredited Physician/Clinic	
Drug Test Result		Accredited Physician/Clinic	
2" x 2" (4 copies)		Any photo studio	
1" x 1" (2 copies)		Any photo studio	
For BSFi-PHT and BSFT Students			
College Admission Test Result (CAT)		College Admission Office	
Form 138		Senior High School/Last School Attended	
Certificate of Good Moral Character		Senior High School/Last School Attended	
NSO-Validated Birth Certificate		Philippine Statistics Office-SECPA	

Ishihara Exam, Neuro		N/A on this Program		
Drug Test Result		Senior High School/Last School Attended		
Hepa B Test result (for BSFi-PHT and BSFT only)		Senior High School/Last School Attended		
2" x 2" (4 copies)		Any photo studio		
1" x 1" (2 copies)		Any photo studio		
For BSE Students				
College Admission Test Result (CAT)		College Admission Office		
Form 138		Senior High School/Last School Attended		
Certificate of Good Moral Character		Senior High School/Last School Attended		
NSO-Validated Birth Certificate		Philippine Statistics Office-SECPA		
Ishihara Exam, Neuro		N/A on this Program		
Drug Test Result		Accredited Physician/Clinic		
Teacher Aptitude Test (for BSE students only)		Guidance Office		
2" x 2" (4 copies)		Any photo studio		
1" x 1" (2 copies)		Any photo studio		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit Credentials	1.1Review/ evaluate and validate credentials 1.2 issue College Admission Form	None	10 minutes	Felecita C. Sagoso College Registrar
2. Accomplish student registration form and submit a schedule of classes and course load	2.1 Check/verify and approve course load	None	5 minutes	Program Adviser Any College
3. Submit approved student registration form for assessment of account	3.1 Assess accounts for payment (i.e tuition fee, miscellaneous fee, and other governmental fees) and designates student numbers	None	10 minutes	Irma F. Pamplona Head, Assessment and Cashier's Office
4. Present assessment form and passbook and pay the assessed account	4.1 Receive payment and issue Official Receipts	None	5 minutes	Irma F. Pamplona Head, Assessment and Cashier's Office
5. Submit approved student Registration form	5.1 Receive approved student Registration Form 5.2 Issue student's copy and forward the Registrar's Office	None	5 minutes	Program Adviser Any College
TOTAL:			35 minutes	



College Admission Office

Administration of College Admission Test



1. Administration of College Admission Test

Student Admission, Registration and Services

Office or Division:	College Admission Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Senior High School Graduates, ALS completers, Transferees			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Photocopy of Form 137-A / Form 138		For Senior High School Graduates – High School Graduated From		
Photocopy of Transcript of Records		For Transferees – Last School Attended		
Photocopy of Certificate of Good Moral Character		Last School Attended		
Recent 2 x 2 I.D. Picture (2 copies)		Any Photo Studio		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Applicants select their preferred exam schedule and complete the application form via online portal.	Issues Log-in credentials to the applicant (User ID, Password) after the applicant's online registration	None	5 minutes	<i>Admission Office</i>
2. Applicants log-in to their account using the given Log-in credentials and print their completed application form and submit it on the day of their chosen exam schedule, along with the required documents.	Verify the application form for completeness and ensure all required documents are accurate and attached.	none	3 minutes	Admission Officer
3. Take college Admission Test on scheduled date and venue	Administer the College Admission Test	None	2.0 hours	Admission Officer Assigned Proctor Admission clerk
4. Applicants log in to their accounts to view and print their CAT results.	Upload CAT Results to Online Portal	None	5 working days	Admission Officer Assigned Proctor Admission clerk
5. Applicants bring their printed CAT result to the Admission Office for verification and validation.	signs the printed CAT result as a sign of verification and validation.	None	3 minutes	<i>Head, Admission Office</i>
TOTAL:			5 days, 2 hours, 11 minutes	



Learning Resource Center

Issuance of Borrower's Library Card



1. Issuance of Borrower's Library Card

The process of issuing a library card to library users so they can borrow books and use library services, following library rules.

Office or Division:	Learning Resource Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Students currently enrolled and Faculty and Staff employed			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Students:				
Certificate of Registration (COR)		College Registrar Office		
1x1 ID Picture (2 copies)		Any Photo Studio		
Faculty and Staff:				
Employee ID		Public Information Communication Office		
1x1 ID Picture (2 copies)		Any Photo Studio		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirements.	Verify if the library user already has a record in the library system.	None	3 minutes	<i>Cyber Learning Center In-charge</i>
2. Fill-up Student Ledger / Employee Ledger.	Input all library user data into the Library System.	None	10 minutes	<i>Cyber Learning Center In-charge</i>
3. Fill out the Issuance of Borrower's Library Card Logbook upon receiving the library card.	Process and issue Borrower's Library Card.	None	5 minutes	<i>Cyber Learning Center In-charge</i>
TOTAL:			18 minutes	



Learning Resource Center

Replacement of Lost Borrower's Library Card



2. Replacement of Lost Borrower's Library Card

Providing a new library card to users who lost their original one. This requires verifying their library records, submitting requirements, and paying a replacement fee.

Office or Division:	Learning Resource Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Students, Faculty and Staff with Borrower's Library Card			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Students:				
Certificate of Registration (COR)		College Registrar Office		
1x1 ID Picture (1 copy)		Any Photo Studio		
Faculty and Staff:				
Employee ID		Public Information Communication Office		
1x1 ID Picture (2 copies)		Any Photo Studio		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Request for replacement of Library Card.	Assess the reason for the lost library card, then verify if the library user already has a record in the library system.	None	3 minutes	<i>Cyber Learning Center In-charge</i>
2. Present Requirements.	Fill out Payment Slip.	None	3 minutes	<i>Cyber Learning Center In-charge</i>
3. Make payment at the Cashier.	Receive Official Receipt as proof of payment.	Php25.00	3 minutes	<i>Cashier Cyber Learning Center In-charge</i>
4. Fill out the Issuance of Borrower's Library Card Logbook upon receiving the library card.	Process and issue New Borrower's Library Card	None	5 minutes	<i>Cyber Learning Center In-charge</i>
TOTAL:		P25.00	14 minutes	



Learning Resource Center

Borrowing and Returning of Books



3. Borrowing and Returning of Books

The process of borrowing books from the library and returning them by the due date to ensure availability for other library users.

Office or Division:	Learning Resource Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Students, Faculty and Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrower's Library Card		LRC Cyber Learning Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Check OPAC for book availability.	Assist library users in using the OPAC.	None	3 minutes	<i>Section Librarian and In-charge Student Assistant</i>
2. Present Requirements.	Receive and temporarily keep the submitted requirements.	None	1 minute	<i>Section Librarian and In-charge Student Assistant</i>
3. Browse or locate book/s on the shelves.	Assist library users in locating the book/s on the shelves.	None	5 minutes	<i>Section Librarian and In-charge Student Assistant</i>
4. Check out book/s at the counter.	Check out book/s in the Library System.	None	3 minutes	<i>Section Librarian and In-charge Student Assistant</i>
5. Receive the Borrower's Library Card and borrowed book.	Fill out details on the Borrower's Library Card.	None	3 minutes	<i>Section Librarian and In-charge Student Assistant</i>
6. Check in book/s at the counter.	Check book/s for completeness and condition. Check in book/s in the Library System.	None	2 minutes	<i>Section Librarian and In-charge Student Assistant</i>
7. Receive the Borrower's Library Card.	Fill out return remarks on the Borrower's Library Card.	None	1 minute	<i>Section Librarian and In-charge Student Assistant</i>
TOTAL:			18 minutes	



Learning Resource Center

Borrowing and Returning of Other Library Materials



4. Borrowing and Returning of Other Library Materials

The process of borrowing and returning library materials other than books, such as journals, magazines, and audiovisual resources. These materials have special borrowing conditions, including limited loan periods and in-house use, to ensure availability for all users.

Office or Division:	Learning Resource Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Students, Faculty, Staff and Visitor			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Students, Faculty, Staff:				
Borrower's Library Card		LRC Cyber Learning Center		
Visitor:				
Referral Letter		Visitor's School Librarian		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirements.	Receive and temporarily keep the submitted requirement. <i>For Visitors</i> , receive and keep requirement, then endorse them to the appropriate sections they intend to visit.	None	1 minute	<i>Section Librarian and In-charge Student Assistant Head Librarian</i>
2. Browse materials in different sections (e.g., Periodical, Cyber Learning Center, Circulation, Filipiniana and Graduate Section).	Assist library users in locating the material/s.	None	5 minutes	<i>Section Librarian and In-charge Student Assistant</i>
3. Fill in Log-in form / logbook.	Check out and release materials for borrowing.	None	3 minutes	<i>Section Librarian and In-charge Student Assistant</i>
4. Fill in the Log-out Time on the same Log-in form / logbook.	Check book/s for completeness and condition. Check in book/s in the Library System.	None	2 minutes	<i>Section Librarian and In-charge Student Assistant</i>
5. Receive the Borrower's Library Card.	Mark the materials as returned on the log-in form/logbook.	None	1 minute	<i>Section Librarian and In-charge Student Assistant</i>
TOTAL:			12 minutes	



Learning Resource Center

Replacement of Lost / Damaged Library Materials



5. Replacement of Lost / Damaged Library Materials

The process of replacing lost or damaged library materials. Users must report the loss or damage, settle any applicable fees, or provide a replacement copy following library guidelines.

Office or Division:	Learning Resource Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Students, Faculty, Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrower's Library Card		LRC Cyber Learning Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Inform the Section In-charge about the lost or damaged material/s.	Assess the reason for the lost material/s and/or the severity of the damage.	None	5 minutes	<i>Section Librarian and In-charge Head Librarian</i>
2. Present Requirements.	Verify and calculate any applicable overdue fines. Fill out Payment Slip.	None	3 minutes	<i>Section Librarian and In-charge</i>
3. Make payment at the Cashier.	Receive the official receipt as proof of payment.	Php1.00 per hour Php3.00 per day	3 minutes	<i>Cashier Section Librarian and In-charge</i>
4. Replace lost material/s and/or return repaired material/s.	Assess the material/s for approval. Record the details of lost materials. Check in book/s in the Library System.	None	5 minutes	<i>Head Librarian Section Librarian and In-charge</i>
5. Receive the Borrower's Library Card.	Fill out return remarks on the Borrower's Library Card.	None	1 minute	<i>Section Librarian and In-charge</i>
TOTAL:			17 minutes	



Learning Resource Center Overdue Fines and Recall Slip



6. Overdue Fines and Recall Slip

Overdue fines are penalties charged to library users who fail to return borrowed materials on time, ensuring fair access for all patrons. The amount varies depending on the type of material and the length of the delay. A recall slip is issued as a formal reminder, particularly for faculty and staff, requesting the prompt return of overdue items to maintain the availability of resources.

Office or Division:		Learning Resource Center		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who May Avail:		Students, Faculty, Staff		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrower's Library Card		LRC Cyber Learning Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Return borrowed material/s.	Check book/s for completeness and condition.	None	2 minutes	<i>Section Librarian and In-charge</i>
2. Present Requirements.	Verify and calculate any applicable overdue fines. Fill out Payment Slip. <i>For Faculty and Staff, mark the material as returned on the Recall Slip (Librarian's copy).</i>	None	3 minutes	<i>Section Librarian and In-charge</i>
3. Make payment at the Cashier.	Receive the official receipt as proof of payment.	Php1.00 per hour Php3.00 per day	3 minutes	<i>Cashier Section Librarian and In-charge</i>
4. Receive the Borrower's Library Card.	Check in book/s in the Library System. Fill out return remarks on the Borrower's Library Card.	None	2 minutes	<i>Section Librarian and In-charge</i>
TOTAL:			10 minutes	



Learning Resource Center

Cyber Learning Center Internet Access



7. Cyber Learning Center Internet Access

The Cyber Learning Center provides internet access to library users for academic research, online learning, and other educational purposes. Users are required to present valid identification, log in to the usage record, and follow the library's internet usage policies.

Office or Division:	Learning Resource Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Students, Faculty, Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Borrower's Library Card		LRC Cyber Learning Center		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present Requirements.	Receive and temporarily keep the submitted requirement.	None	1 minute	<i>Cyber Learning Center In-charge Student Assistant</i>
2. Log in to the Cyber Learning Center user logbook.	Provide the assigned PC number to use.	None	1 minute	<i>Cyber Learning Center In-charge Student Assistant</i>
3. Fill in the log-out time on the same user logbook.	Check the computer unit for completeness and condition.	None	3 minutes	<i>Cyber Learning Center In-charge Student Assistant</i>
4. Receive the Borrower's Library Card.	Mark the assigned PC number as "OK" in the Cyber Learning Center user logbook.	None	1 minute	<i>Cyber Learning Center In-charge Student Assistant</i>
TOTAL:			6 minutes	



Learning Resource Center

Cyber Learning Center Printing and Photocopying Services



8. Cyber Learning Center Printing and Photocopying Services

The Cyber Learning Center offers printing and photocopying services for library users. Users can request document printing or photocopying at designated rates and must log their transactions. Payments are collected and remitted to the cashier as per library policies.

Office or Division:	Learning Resource Center			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Students, Faculty, Staff			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide a physical and/or soft copy of the material/s.	Photocopy and/or print the provided material/s.	None	5 minutes	<i>Cyber Learning Center In-charge Student Assistant</i>
2. Log in to the printing / photocopying logbook and make payment.	Receive payment and record payment in the same logbook.	Photocopy Php2.00 per page Printing Php5.00 per page (black) Php7.00 per page (colored)	3 minutes	<i>Cyber Learning Center In-charge Student Assistant</i>
3. Receive the printed/photocopied material/s.	Remit collected payments to the cashier monthly.	None	3 minutes	<i>Cyber Learning Center In-charge Student Assistant</i>
TOTAL:			11 minutes	



Guidance and Counseling Office

Affidavit for Lost ID/Passbook



1. Affidavit for Lost ID/Passbook

Issuance of the Affidavit of Lost ID/Passbook is provided to students requiring them.

Office or Division:	Guidance and Counseling Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	ZSCMST students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Affidavit for Lost ID/Passbook (ZSCMST-GCO-3.10.5.2.)		Guidance and Counseling Office		
Official Receipt		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. The student fills out the request form.	1. Give the request form to the client	None	5 minutes	<i>Ma. Visitacion S. Emmanuel Head, Guidance & Counseling Office</i>
2. Pay the fee at the Cashier's Office	2. Receives payment for request	ID/Passbook fee –PHP 50	5 minutes	<i>Irma F. Pamplona Head, Assessment and Cashier's Office</i>
3. Present the official receipt to the GCO.	3. Give the Affidavit for Lost ID / Passbook form	None	5 minutes	<i>Ma. Visitacion S. Emmanuel Head, Guidance & Counseling Office</i>
4. Client fills up Affidavit	4. Guidance Counselor signs the Affidavit for Lost ID/Passbook	None	5 minutes	<i>Ma. Visitacion S. Emmanuel Head, Guidance & Counseling Office</i>
5. Proceed to: ☐ Assessment at the Registrar's Office for passbook ☐ MEP Office at the right wing of the gymnasium for ID card	5. Respective personnel processes request	None		<i>Irma F. Pamplona Head, Assessment and Cashier's Office</i> <i>College Faculty MEP Office</i>
TOTAL:			20 minutes	

Affidavit for Lost ID/Passbook qualified for multi-stage processing



Guidance and Counseling Office

Counseling



1. Face-to-Face

The Guidance Counselor conducts a personal and a private conversation with a client in a one on one face-to-face / online meeting in which they work together on a problem or a topic of interest, and generally the information received from client treats it as a private and confidential. The Guidance Counselor follows the standard of practices and an ethical responsibility to report or refer a case when the client or some individuals' welfare is in jeopardy.

Office or Division:	Guidance and Counseling Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Currently enrolled ZSCMST students, Active ZSCMST personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Slip (ZSCMST-GTU-3.4.9.5)		Guidance and Counseling Office		
Appointment Slip (ZSCMST-GTU-3.4.9.4)		Guidance and Counseling Office		
Counsee Informed Consent (ZSCMST-GCO-3.10.5.5)		Guidance and Counseling Office		
Counseling Intake Form(ZSCMST-GCO-3.10.5.7)		Guidance and Counseling Office		
Release Information Form (ZSCMST- GCO-3.10.5.12)		Guidance and Counseling Office		
Attendance to Counseling (ZSCMST-GCO-3.10.5.8)		Guidance and Counseling Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Referred student / walk-in student seeks schedule for counseling. Students may also be called in for counseling.	1. Client is received	None	5 minutes	Ma. Visitacion S. Emmanuel Head, Guidance & Counseling Office
2. Client undergoes initial intake interview	2. Counselor attends and interviews the counsee. Counselor may set a schedule for counseling.	None	15 minutes	Ma. Visitacion S. Emmanuel Head, Guidance & Counseling Office
2.1. In case the counsee has expressed the idea of harming oneself, the counsee is asked to sign and agree to a no-harm contract.	2.1. Client will be provided a no-harm contract and explanation should it be determined that there is a possibility for self-harm.	None	10 minutes	Ma. Visitacion S. Emmanuel Head, Guidance & Counseling Office
3. Client receives counseling for concern/s raised	3. A counseling sessions is done between the counsee	None	1 hour	Ma. Visitacion S. Emmanuel Head, Guidance & Counseling Office

	and counselor on the scheduled date.			
4. Follow-up sessions are made if deemed necessary	4. Another schedule may be provided as the need arises for another session	None	1 hour	<i>Ma. Visitacion S. Emmanuel Head, Guidance & Counseling Office</i>
5. Counseling session has ended or is terminated.	5. A care note / report will be done after every client interaction	None	2 hours	<i>Ma. Visitacion S. Emmanuel Head, Guidance & Counseling Office</i>
6. Release of client information and records (For accreditation purposes)	6. Permission will be provided only with client's consent	None	3 days	<i>Ma. Visitacion S. Emmanuel Head, Guidance & Counseling Office</i>
TOTAL:			3 days, 4 hours, 30 minutes	

Counseling qualified for multi-stage processing.



2. Online

The Guidance Counselor conducts a personal and a private conversation with a client in a one on one face-to-face / online meeting in which they work together on a problem or a topic of interest, and generally the information received from client treats it as a private and confidential. The Guidance Counselor follows the standard of practices and an ethical responsibility to report or refer a case when the client or some individuals' welfare is in jeopardy.

Office or Division:	Guidance and Counseling Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Currently enrolled ZSCMST students, Active ZSCMST personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Online Application Form		Guidance and Counseling Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Student / Client seeks counseling fills up the online Counseling appointment form	1. Client is received	None	5 minutes	<i>Ma. Visitacion S. Emmanuel Head, Guidance & Counseling Office</i>
2. Client undergoes initial intake interview	2. Counselor attends and interviews the counselee.	None	15 minutes	<i>Ma. Visitacion S. Emmanuel Head, Guidance & Counseling Office</i>
2.1. In case the counselee has expressed the idea of harming oneself, the counselee is asked to sign and agree to a no-harm contract.	2.1. Client will be provided a no-harm contract and explanation should it be determined that there is a possibility for self-harm.	None	10 minutes	<i>Ma. Visitacion S. Emmanuel Head, Guidance & Counseling Office</i>
3. Counselor attends the client through tele-counseling.	3. A counseling sessions is done between the counselee and counselor.	None	1 hour	<i>Ma. Visitacion S. Emmanuel Head, Guidance & Counseling Office</i>
4. Follow-up sessions are made if deemed necessary.	4. Another schedule may be provided as the need arises for another session	None	1 hour	<i>Ma. Visitacion S. Emmanuel Head, Guidance & Counseling Office</i>

5. Counseling session has ended or is terminated.	5. A care note / report will be done after every client interaction	None	2 hours	<i>Ma. Visitacion S. Emmanuel Head, Guidance & Counseling Office</i>
6. Release of client information and records (For accreditation purposes)	6. Permission will be provided only with client's consent	None	3 days	<i>Ma. Visitacion S. Emmanuel Head, Guidance & Counseling Office</i>
TOTAL:			3 days 4 hours 30 minutes	

Counseling qualified for multi-stage processing



Guidance and Counseling Office

Issuance of Good Moral Character Certificate



1. Issuance of Good Moral Character Certificate

The Guidance and Counseling Office issues a Certificate of Good Moral for all students the College for their needs.

Office or Division:	Guidance and Counseling Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	ZSCMST students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		Guidance and Counseling Office		
Official Receipt		Cashier's Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure, fill out, and submit the form from the Guidance office.	1. Provide a request form for the client	None	5 minutes	<i>Ma. Visitacion S. Emmanuel Head, Guidance & Counseling Office</i>
2. Pay the fee at the Cashier's Office.	2. Instruct the client to pay the processing fee for the Good Moral Certificate	Good Moral Character Certificate fee –PHP 50	5 minutes	<i>Irma F. Pamplona Head, Assessment and Cashier's Office</i>
3. Return and Present the official receipt at the Guidance and Counseling Office	3. Accept and check the authenticity of the official receipt 3.1 Guidance Counselor prepares and signs the Good Moral Character Certificate 3.2 Instructs client to proceed to the College Registrar's Office for the dry seal	None	5 minutes	<i>Ma. Visitacion S. Emmanuel Head, Guidance & Counseling Office</i>
4. Client visits the College Registrar's Office	4. College Registrar's Office puts a dry seal on the Good Moral Certificate	None	5 minutes	<i>Felecita C. Sagoso, MAHE College Registrar</i>
TOTAL:			20 minutes	

Issuance of Good Moral Character Certificate qualified for multi-stage processing



Guidance and Counseling Office

Psychological Testing



1. Psychological Testing

Psychological Testing refers to the administration, scoring, and interpretation of standardized psychological tests to determine objectively the specific characteristics of individuals and to address the purpose of the referral.

Office or Division:		Guidance and Counseling Office		
Classification:		Highly Technical		
Type of Transaction:		G2C – Government to Citizen		
Who May Avail:		Currently enrolled ZSCMST students, Active ZSCMST personnel		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For face-to-face				
Application Form		Guidance and Counseling Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Guidance counselor conducts psychological testing.	1. Preparation of all materials, scheduling, and venue for the psychological testing activity.	None	2 hours	Guidance Counselor Guidance and Counseling Office
2. Administration of psychological test.	2. Administration of psychological test/s. Provides general briefing of the purpose of the activity and instructions on how to answer the psychological test/s	None	2 hours	Ma. Visitacion S. Emmanuel Head, Guidance & Counseling Office
3. Scoring and interpretation of the test results.	3. Scoring and interpretation of the test results. The test is scored and interpreted into a comprehensive report.	None	5 days	Ma. Visitacion S. Emmanuel Head, Guidance & Counseling Office
4. Summary in matrix form of the test results will be submitted to the program adviser and College Dean (for students), HRMO (for personnel)	4. Summary in matrix form of the test results will be provided to the program adviser and College Dean (for students), HRMO (for personnel) The finished report is provided to the end-user.	None	1 hour	Ma. Visitacion S. Emmanuel Head, Guidance & Counseling Office College Program Adviser / College Dean ZSCMST Colleges Roderick D. Trio Head-HRMO
TOTAL:			5 days, 5 hours	

Psychological Testing qualified for multi-stage processing



Guidance and Counseling Office

Referrals and Follow-Ups



1. Referrals and Follow-Ups

Referral is the action taken by persons within the institution who see that the person needs assistance of a Guidance Counselor.

A follow-up is made in response to referrals made by teachers, administrators, parents, or fellow students. This is to discover possible factors of student's maladjustment, misbehavior, or failure in his studies.

Office or Division:	Guidance and Counseling Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Currently enrolled ZSCMST Students, Active ZSCMST personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Slip (ZSCMST- GCO-3.10.5.5)		Guidance and Counseling Office		
Promissory Note/Waiver (ZSCMST- GCO-3.10.5.2)		Guidance and Counseling Office		
Attendance to Counseling (ZSCMST-GCO-3.10.5.8)		Guidance and Counseling Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Referred student / walk-in student seeks schedule for counseling. Students may also be called in for counseling.	1. Program Adviser/Course Instructor/Professors refer students to the Guidance and Counseling Office for any concerns regarding mental health issues.	None	5 minutes	College Program Adviser / College Dean ZSCMST Colleges Ma. Visitacion S. Emmanuel Head, Guidance & Counseling Office
2. Client receives information / counseling for concern/s raised	2. Counselor provides information, conducts counseling or tele-counseling if deemed necessary.	None	1 hour	Ma. Visitacion S. Emmanuel Head, Guidance & Counseling Office
3. Follow-up sessions are made if deemed necessary	3. A follow-up face-to-face or online counseling is scheduled if deemed necessary.	None	1 hour	Ma. Visitacion S. Emmanuel Head, Guidance & Counseling Office
4. Counseling session has ended or is terminated.	4. Counselor issues Attendance to Counseling Session.	None	15 minutes	Ma. Visitacion S. Emmanuel Head, Guidance & Counseling Office
TOTAL:			2 hours, 20 minutes	

Referrals and Follow-Ups qualified for multi-stage processing



Guidance and Counseling Office

Student's Promissory Note/Waiver



1. Student's Promissory Note/Waiver

Student's Promissory Note/Waiver is given to student referred by the deans, program advisers and teachers in violation of scheme policy, excessive tardiness, and absences, failing marks and a GPA below retention grade of 2.5 for licensure courses.

Office or Division:	Guidance and Counseling Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Currently enrolled ZSCMST students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Referral Slip (ZSCMST-GTU-3.4.9.5)		Guidance and Counseling Office		
Promissory Note/Waiver (ZSCMST-GCO-3.10.5.2.)		Guidance and Counseling Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure a Referral Slip from the Guidance Counseling office.	1. Provide the referral slip to the client	None	5 minutes	<i>Ma. Visitacion S. Emmanuel Head, Guidance & Counseling Office Program Adviser / Faculty ZSCMST College Department</i>
2. Return the filled-out referral slip at the Guidance and Counseling office	2. Accept the referral slip 2.1 Interview the client 2.2 Schedule for an interview for a parent / guardian conference	None	15 minutes	<i>Ma. Visitacion S. Emmanuel Head, Guidance & Counseling Office</i>
3. Client returns with parent / guardian	3. Provide information to parents / guardian 3.1 Undergo the interview / counseling if deemed necessary. 3.2 Sign Promissory note / waiver	None	45 minutes	<i>Ma. Visitacion S. Emmanuel Head, Guidance & Counseling Office</i>
4. Student with promissory note / waiver signed by the parents or	4. College Program adviser	None	15 minutes	<i>College Program Adviser / Dean ZSCMST College Department</i>

guardian needs to seek signature from the program adviser and Dean.	/ Dean signs the promissory note			
5. Client secures a personal copy of the accomplished form. Submits one copy to the Guidance Counselor and one copy to the Program Adviser.	5. Guidance Counselor receives copy of signed Promissory note/waiver	None	5 minutes	<i>Ma. Visitacion S. Emmanuel</i> <i>Head, Guidance & Counseling Office</i> <i>College Program Adviser</i> <i>ZSCMST College Department</i>
TOTAL:			1 hour, 25 minutes	

Student's Promissory Note/Waiver qualified for multi-stage processing



Human Resource Management Office

Authentication of Documents



1. Authentication of Documents

Documents are authenticated, check against the Original document. Verifying its authenticity, and the document can be relied upon as good as the original document.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	Both current and previous employees of the College.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		The Human Resource Management Office		
Document/s to be authenticated		Documents where the Original document is within the Custody of the Human Resource Department		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit the Request Form, Pay the corresponding fee and provide the original copy of the document to be authenticated.	1. Receive the documents to be authenticated, and Bring to the head of the Human Resource Department for Verification and Signature.	none	1 minute	<i>Roderick D. Trio Head-HRMO</i>
2. Receives the requested documents, already authenticated.	2. Ask the client to sign in the designated HRMO log book for record purposes.	None	1 minute	<i>Roderick D. Trio Head-HRMO</i>
TOTAL:			2 minutes	



Human Resource Management Office

Issuance of Service Records and Certificate of Employment



1. Issuance of Service Records and Certificate of Employment

Service Records provides information about the length of service, Original date of employment, salary grade and increments of employees. Certificate of Employment, provides information about the status of employment, salary of the employee, place of assignments and other information.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Type of Transaction:	G2G – Government to Government			
Who May Avail:	Both current and previous employees of the College.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Request Form		The Human Resource Management Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Fill up and submit the Request Form	1. Receive the request form, and instruct the client to pay the fee at the Cashier.	None	2 minutes	<i>Roderick D. Trio Head-HRMO</i>
2. Pay the prescribed fee	2. Receive and issue corresponding receipts.	Service Record Fee / Certificate of Employment– PHP 50	3 minutes	<i>Irma F. Pamplona Head, Assessment and Cashier's Office</i>
3. Present Official Receipt	3. Prepares the requested document.	None	10 minutes	<i>Roderick D. Trio Head-HRMO</i>
TOTAL:			15 minutes	



Cashier's Office

Accepting Payment for Authorized Fees



1. Accepting Payment for Authorized Fees

The Cashier's Office issues Official Receipts to individuals who would like to get their scholastic documents.

Office or Division:		Cashier's Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who May Avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payment Slip		Registrar's Office/Assessment Office/BAC Office/Guidance Office/Food Innovation Center		
ID/Account Number		All		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Cashier's office and pay the required amount	1. Cashier's staff will check the amounts that should be paid. 1.1 Relay the message of the amount to clients 1.2 Cashier staff will issue the Official Receipt	All levels 1.TOR - PHP 120/page 2. CAV- PHP 100 3.Certification - PHP 50 4.Honorable Dismissal - PHP 100 5.Authentication - PHP 50/page 6. Diploma - PHP 200 7.Red Ribbon - PHP 100 8. List of Graduates - PHP 50 9. Graduation fee - PHP 350 Undergrad 1.Tuition - PHP 50/unit 2.Library fee - PHP 100 3.Cultural fee(old) -PHP 100 4.Cultural fee(new) - PHP 150 5.Band - PHP 50 6.SCUEAA - PHP 100 7. Psych - PHP 50 8. ROTC - PHP 50 9. PE - PHP 480 10.JEEP - PHP 700 11. Guidance fee (old) - PHP 50 12. Guidance fee (new) - PHP 100 13.Developmental (old) - PHP 500 14 Developmental (new) - PHP 650	3 minutes	<i>Irma F. Pamplona Head, Assessment and Cashier's Office</i>

		15. Athletic (old) - PHP 95 16. Athletic (new) - PHP 195 17. Med (old) - PHP 70 18. Med/Dent - PHP 120 19. Admission - PHP 200 20. Entrance - PHP 50 21. Handbook - PHP 100 22. Registration - PHP 125 23. Laboratory - PHP 200 & 400 24. Computer - PHP 500 25. Tuition - PHP 50 and PHP 100/unit 26. Completion form (NONE) 27. Adding/Dropping (NONE) Graduate School 1. Tuition - PHP 250/unit 2. Library - PHP 250 3. Miscellaneous - PHP 1,000 4. Laboratory - PHP 2,500 5. Thesis - PHP 17,549.57 6. Graduate School Admission Test - PHP 300 7. Comprehensive Exam - PHP 1,500 8. Completion Form - PHP 50 9. Adding/Dropping form - PHP 50		
2. Claim OR for payment made	2. Cashier staff will give the original copy of the Official Receipt to client as soon as it has made	None	1 minute	<i>Irma F. Pamplona Head, Assessment and Cashier's Office</i>
TOTAL:			4 minutes	



2. Paying of Other Fees

Cashier's Office issues Official Receipts to individuals who would like to get additional non scholastic records and also to those who would like to avail the different products and services that the institution is offering.

Office or Division:		Cashier's Office		
Classification:		Simple		
Type of Transaction:		G2C – Government to Citizen		
Who May Avail:		All		
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payment Slip		BAC Office/Guidance Office/Food Innovation Center, OIC for Food Services, Aquaculture		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Cashier's office and pay the required amount	1. Cashier's staff will check the amounts that should be paid. 1.1 Relay the message of the amount to clients 1.2 Cashier staff will issue the Official Receipt 2. Will fill out the necessary information on the forms.	BAC Office 1. Bid Documents P500,000 and below- PHP 500 2. Bid Documents more than P500,000 to 1 Million – PHP 1,000 3. Bid Documents more than P1M to P5M – PHP 5,000 4. Bid Documents more than P5M to P10M – PHP 10,000 5. Bid Documents more than P10M to P50M – PHP 25,000 6. Bid Documents more than P50M to P500M – PHP 50,000 7. Bid Documents more than P500M – PHP 75,000	3 minutes	<i>Irma F. Pamplona Head, Assessment and Cashier's Office</i>

		8. Performance bond – if cash 5% x offered price 8.1 Performance bond- 30% x offered price 9. Bidder's bond- 30% x contract price Guidance Office 1. Affidavit of Loss (Grad School & PEC only) - PHP 50 FIC 1. Product and process development - PHP 5,000 2. Label design - PHP 2,500 3. Air condition Training room - PHP 1,500/hr 4. Excess use of more than 1 hour – PHP 187.50/hr 5. Projector - PHP 500/day 6. Vacuum fryer - PHP 568 7. Spray Dryer - PHP 423 8. Freeze Dryer - PHP 303 9. Water Retort - PHP 263 10. Mechanical oven Dryer/Electric cabinet - PHP 213		
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		11. Vacuum packaging machine (with nitrogen flush infusion, optional) - PHP 234 12. Continuous band sealer - PHP 158 13. Food mixer - PHP 173 14. Can seamer - PHP 223 15. Impulse sealer - PHP 140 16. pH meter - PHP 116 17. Refractometer - PHP 118 18. Thermometer, dial type – PHP 117 19. Weighing scale, digital - PHP 133 20. Steamer - PHP 115 21. Stove - PHP 146 22. Stove – PHP 146 23. Pressure cooker/canner - PHP 160 24. Vertical form-fill-seal machine - PHP 364 25. Horizontal flow wrap machine - PHP 520 26. Continuous band sealer - PHP 230 27. Double chamber vacuum packaging		
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		machine - PHP 313 28. Continuous auto-conveying electromagnetic induction sealer - PHP 252 29. Shrink tunnel with semi-automatic L-type sealer - PHP 276 30. Semi-automatic bottle blowing machine - PHP 412 31. Color label printer - PHP 306 32. Round bottle label applicator - PHP 224 33. Print and cut machine (pending ZSCMST-BOT approval 34. Freezer and chillers- <1kg - PHP 117/3hrs, PHP 5 succeeding hrs 35. 1.1-2kg - PHP 122/3hrs, PHP 7 succeeding hr 36. 2.1-3kg - PHP 130/3 hrs, PHP 9/succeeding hr 37. 3.1-4kg - PHP 136/3 hrs, PHP 11/succeeding hr 38. 4.1-5kg PHP 143/3		
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		hrs, PHP 13/succeeding hr 39. 5.1-6kg PHP 149/3 hrs, PHP 17/succeeding hr 40. 6.1-7kg PHP 156/3 hrs, PHP 19/succeeding hr 41. 7.1-8kg PHP 162/3 hrs, PHP 20/succeeding hr 42. 8.1-9kg PHP 169/3 hrs, PHP 22/succeeding hr 43. 9.1-10kg PHP 175/3 hrs, PHP 24/succeeding hr (Rates are subject to change without prior notice.) Aquaculture 1. Bangus - PHP 140/kg 2. Tilapia - PHP 80/kg Food Services 1. Apartelle – PHP 1,000/head 2. Dormitory - PHP 500/head 3. Guest house (air- conditioned) - PHP 600/night 4. Hostel (non aircon) - PHP 200/night		
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		5. Camera rental - PHP 1,000/day 6. Scuba tank - PHP 150/day 7. Scuba compressor - PHP 500/day 8. Octagon rental - PHP 5,000/day 9. Water billing - PHP 38/cubic 10. Electric billing - PHP 10/kw 11. Advertisement - PHP 75/slot		
2. Claim OR for payment made	1. Cashier staff will give the original copy of the Official Receipt to client as soon as it has been issued.	None	1 minute	<i>Irma F. Pamplona Head, Assessment and Cashier's Office</i>
TOTAL:			4 minutes	



Cashier's Office

Paying for Completion of Subjects



1. Paying for Completion of Subjects

Cashier's Office will issue Official Receipt for the completion form for the following students:
Graduate School and Professional Education Certificate.

Office or Division:	Cashier's Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Filled up and signed adding/dropping form		College Registrar Office		
Order of Payment		College Registrar Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON b RESPONSIBLE
1. Proceed to the Cashier's Office for payment of any of the following: 1.1 Adding Fee 1.2 Dropping Fee 1.3 Completion Fee	1.The cashier staff will check the form if it was fully filled up and signed by the signatories of the forms.	None	3 minutes	<i>Irma F. Pamplona Head, Assessment and Cashier's Office</i>
2. Ask OR for payment made.	1 The cashier staff will check the form and issue Official receipt to Graduate School and PEC students. Undergrad students does not pay these forms.	Fees – PHP 50 (for Graduate School Students)	3 minutes	<i>Irma F. Pamplona Head, Assessment and Cashier's Office</i>
3. Pay the fee at the Cashier's Office.	1. Cashier staff will give the original copy of the Official Receipt to client as soon as it has been issued.	None	3 minutes	<i>Irma F. Pamplona Head, Assessment and Cashier's Office</i>
TOTAL:			9 minutes	



Cashier's Office

**Releasing of Stipend/Allowances and Collection of Fees
from Scholarship Grants**



1. Releasing of Stipend/Allowances and Collection of Fees from Scholarship Grants

The institution is one the state university that offers free education. CHED and other agencies both public and private offers scholarship grant to students who are officially enrolled to a specific semester. The institution is a channel to give the monetary grants to each of the grantees.

Office or Division:	Cashier's Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	Grantees and Representative			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For representatives				
Special Power of Attorney		Attorney's Office		
Passbook		Students/Grantees		
Assessment Form		Assessment Office		
For personal claiming				
Passbook		Students/Grantees		
Assessment Form		Assessment Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Provide a photocopy of valid ID with signature and sign on the photocopy three (3 times)	1. Cashier staff will ask for the original ID for verification of face and signature. 1.1 Cashier staff will also check if the document was already signed by the head of the Scholarship Office	None	1 minute	<i>Irma F. Pamplona Head, Assessment and Cashier's Office</i>
2. Give the passbooks and assessment forms	2. Cashier staff will check if there are still unpaid balances. 2.1 If the school year is not reflected on the system, refer to the Assessment Office.	None	1 minute	<i>Irma F. Pamplona Head, Assessment and Cashier's Office</i>
3. Wait for the checking of the passbook and assessment through checking the system	3. Cashier staff will double check the entries on the system.	None	2 minutes	<i>Irma F. Pamplona Head, Assessment and Cashier's Office</i>

4. Wait for the post payments on scholars' passbook and signed clearance section for those who fully paid their accounts and post on the system	4. Cashier staff will sign the clearance.	None	3 minutes	<i>Irma F. Pamplona Head, Assessment and Cashier's Office</i>
5. Sign on the payroll (3 pages) and additional logbook for the records of such releases	5. Cashier staff will let the payee sign the payroll and checking whether the signature is the same with signature on the photocopy. 5.1. Scholars will have to log on another logbook as they claim their scholarship for additional proof for the Cashier's Office.	None	10 minutes	<i>Irma F. Pamplona Head, Assessment and Cashier's Office</i>
6. Release of change/money and passbook	6. If the scholar will pay for the unpaid previous balances, Cashier staff will release the change. 6.1 If there is none, the full amount of the grantees' money will be given together with their passbook.	None	1 minute	<i>Irma F. Pamplona Head, Assessment and Cashier's Office</i>
TOTAL:			18 minutes	



Cashier's Office
Requesting for Refund of Payment



1. Requesting for Refund of Payment

Cashier's Office will refund any payments made in excess to the adjusted amount of the assessed charges to the student, when any amount was already paid before and when a student decided to withdraw from the program given that he/she still have full or percentage amount left on his/her prior payment.

Office or Division:	Cashier's Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who May Avail:	All paying clients			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Original Official Receipt of payment		Payee		
Certificate of Registration		Registrar		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the Assessment section for the verification of the amount.	1. Assessment Office will check the new assessed amount versus the old assessment amount.	None	5 minutes	<i>Irma F. Pamplona Head, Assessment and Cashier's Office</i>
2. Wait for the disbursement voucher prepared by the accounting office to be forwarded to the cashier's office.	2. When the voucher reaches the Cashier's office, designated staff will issue a cheque for the said refund that is reflected on the Disbursement voucher. 2.1 It will be checked, encoded to the Cheque Disbursement Record, and signed by the head cashier for he/she is one of the signatories. 2.2 The said document(s) will be delivered to the Office of the College President.	None	10 minutes	<i>Irma F. Pamplona Head, Assessment and Cashier's Office</i>
3. Go to the Cashier's office for the release of money	3. Cashier staff will require the payee to present his/her ID, let the payee sign the 3 copies of the disbursement voucher then 3.1 Release the cheque to the payee.	None	5 minutes	<i>Irma F. Pamplona Head, Assessment and Cashier's Office</i>
TOTAL:			20 minutes	



Health and Medical Services Office

Health and Medical Services



1. Health and Medical Services

To properly attend the Medical-Dental Health needs of Students/Personnel of the College.

Office or Division:	Health and Medical Services Office			
Classification:	Simple			
Type of Transaction:	G2C – Government to Citizen and G2G – Government to Government			
Who May Avail:	ZSCMST Students, Officials, and Personnel			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
For Students				
Student's Medical Record		Health and Medical Services Office		
For Personnel				
Personnel's Medical Record		Health and Medical Services Office		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Proceed to the College Clinic and request treatment.	1. Interview the Patient 1.1 Assess if the Patient can be treated at the College's Clinic	None	5 minutes	<i>Julie Anne A. Gonzales Head, Health & Medical Services</i>
Stay and wait for further advise.	2. Treat's patient 2.1 Issue medicine 2.2 Provide health teachings or advise patient to consult a physician, if necessary	None	15 minutes	<i>Julie Anne A. Gonzales Head, Health & Medical Services</i>
TOTAL:			20 minutes	



VII. Feedback and Complaints Mechanism

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	Accomplish our Feedback form available in the offices and put it in the drop box at our front desk at the main gate. Talk to our Officer of the day or the Head of the Human Resource Management Office. Call us at the following numbers: (062) 975-5618 (look for the Head, Human Resource Management Office) (062) 975-5618 (look for the Chief Administrative Officer)
How feedback is processed?	The designated HRMO personnel opens the Customer Feedback box, tabulates and analyzes responses, submits to the Head of HRMO Customers Feedback Report, and furnishes to the VPAF, VPAA, CAO, and QMR.
How to file complaints?	Customers are to fill up the Feedback Form and drop it in the designated box. Call us at the following numbers: (062) 975-5618 (look for the Head, Human Resource Management Office) (062) 975-5618 (look for the Chief Administrative Officer)
How complaints are processed?	The designated HRMO personnel opens the Customer Feedback box, tabulates and analyzes responses, submits to the Head of HRMO Customers Feedback Report, and furnishes to the VPAF, VPAA, CAO, and QMR. HRMO Head will discuss with the concerned head the suggestions and more importantly the complaint written in the customer feedback. Agreed correction can be implemented immediately as a stop-gap measure. Corrective action carefully planned. For issues and concerns that required management decisions, feedback results that concern academic affairs will be forwarded to the VPAA for further actions, and feedback results that relate to administration will be forwarded to the VPAF for appropriate actions. The same will be reported to the College President to be presented in the Academic or Administrative Council Meeting in order to take appropriate corrective/preventive actions.
Contact Information of ARTA, PCC, CCB	ARTA: complaints@arta.gov.ph 1-ARTA (2782) PCC: pcc@malacanang.gov.ph 8888 CCB: email@contactcenterngbayan.gov.ph 0908-881-6565 (SMS)



VIII. List of Offices

Office	Address	Contact Information
College Admission Office	Fort Pilar, Zamboanga City	(062) 975-5618
College Registrar's Office	Fort Pilar, Zamboanga City	
Graduate School	Fort Pilar, Zamboanga City	
Learning Resource Center	Fort Pilar, Zamboanga City	
Health and Medical Services	Fort Pilar, Zamboanga City	
Human Resource Management	Fort Pilar, Zamboanga City	
Guidance and Counseling	Fort Pilar, Zamboanga City	
Cashier	Fort Pilar, Zamboanga City	