



Republic of the Philippines
MINDANAO STATE UNIVERSITY – MAGUINDANAO
 Datu Odin Sinsuat Municipality, Maguindanao Province, Philippines 9601
 Tel No. (064)546-3548



CITIZENS’S CHARTER

Front Line Services					
	Type of Services	Fee	Forms	Processing Time	Office In charge
1	Enrolment/Registration		Completion of Following Requirements: a. SASE Result b. OTR/HD c. Form 138 d. Certificate of Good Moral Character e. ID Picture f. Birth Certificate g. Kraft Envelop		Registrar/Colleges/ Admission/Cashier/ CIC
2	Certification of Registration		None	3 minutes	Registrar’s Office
3	Authentication /Certified True Copy of Student Document	40.00/set	Request Form	10 minutes	Registrar’s Office
4	Issuance of Certification, Authentication and Validation (CAV) of Graduates	100.00	Request Form	33 minutes	Registrar’s Office

5	Issuance of Diploma	200.00	Request Form	8 minutes	Registrar's Office
6	Issuance of certification of Enrolments/Final grades/Units earned/General weighted	100.00	Request Form	33 minutes	Registrar's Office
7	Issuance of Official Transcript of Records (OTR), True Copy of Grades (TCG), and Certificate of Transfer Credentials (Active, Inactive, Graduates)	50.00/page	Request Form	13 minutes for Active and Graduates with succeeding Application for OTR; 33 minutes for Inactive and new graduates	Registrar's Office
8	Processing of replacement of Check		MDS Form	2 days	Cashier's Office
9	Request for refund of payment		None	15 minutes	Cashier's Office
10	Payment of School fees		Official Receipt	10 minutes	Cashier's Office
11	Issuance of SASE Result		Examination Stub Slip	5 minutes	Admission Office
12	Re-Issuance of SASE Result		Examination Stub Slip	5 minutes	Admission Office
13	Lend books & other Library Materials	None			Library
14	Processing of Library ID	20.00	Registration form/COR	2 days	Library
15	Issuance of Library ID for the students	None	COR	5 Minutes	Library
16	Answer query to clients regarding library matters	None	Library ID	10-20 minutes	Library
17	Issuance of Certificate of Good Moral Character	100.00	Clearance	2 minutes	DSA
18	Processing of registration/renewal of student's organization	600.00	Application form	20 minutes	DSA
19	Respond to request of students for pre-qualifying examination to enrol at the graduate	None		5-10 minutes	Graduate School

20	Request/Issuance of Form 137A	None	Request form	5-10 minutes	ILHS
21	Respond to request of students for advisory and consultation	None			Colleges
22	Counselling/mentoring	None	Parent's presence	1 hour	Guidance Office
23	Issuance of Internet Coupon/Password for Internet Services	200.00/sem	COR	10 minutes	CIC
24	Consultation of students for common illness		Medical Record Form	15 minutes	Infirmary
25	Respond to request for health check up	None	Medical Record Form	5 minutes	Infirmary
26	Accepting evaluation and endorsing of the research extension and IPDM proposal	None	None	20 days	OVCRED and IPDM
27	Submission of entries for the semi-annual newsletter	None	None	25 days	OVCRED and IPDM
28	Signing of Clearance		Student Clearance	1 minute	Research Directors
29	Issuance of Certificate of: a) Employment b) Credit Leave c) Service Record d) Appearance	20.00 -do- None None	Proforma	5 minutes 5 minutes 5 minutes 5 minutes	HRMO
30	Confirmation of GSIS on line loan	None	Proforma	5 minutes	HRMO
31	Processing of Request for Procurement of supplies, materials and equipments	None	Purchase Requirement (PR), Abstract of Bids, PO Inspection	10 days	Supply Office
32	Issuance/Release or requested supplies, materials & equipments	None	Requisition Issue Slip	1 week	Supply Office
33	Processing of request for Balances of the Accounts	None	Upon Request	10 minutes	Accounting Office
34	Issuance of certificate of Remittances	None	Upon Request	3 days	Accounting Office

35	Signing of Clearance	None	Clearance	2 minutes	Accounting Office
36	Investigate complaint filed in the security office	None	None	10-20 minutes	Security Office
37	Processing for request of colleges/offices for preparation of plans and design	None	Approved plans and design	1 week	Physical Plant
38	Act on request for construction/repair of fabrication classroom facilities	None			Physical Plant
39	Respond to request for installation of facilities during school's affair	None			Physical Plant