



MARIKINA POLYTECHNIC COLLEGE  
Sta. Elena, Marikina City

# CITIZEN'S CHARTER

**2017  
Edition**

## **FOREWORD**

This Citizen's Charter of the Marikina Polytechnic College is issued to show its commitment towards the improvement of the quality of public services. It does not by itself create a new legal right, but it surely helps in enforcing existing rights. Its aim is to inform the people about the mandate of the College, how one can get in touch with its officials, what to expect by way of services and how to seek a remedy if something goes wrong.

The Citizen's Charter provides useful information regarding services offered by the College's different offices, such as the kind of services, where to file, duration of processing, persons involved and the required basic documents.

It is, therefore, the College's commitment to provide more responsive and citizen-friendly governance through collaborative efforts, well-coordinated, and interfaced services.

**MPC Management**

## Brief History of MPC

The Marikina Polytechnic College is a state college established through the enactment of Republic Act No. 9289, on April 2004. Below is a brief outline of the college's history.

- July 18, 1947 - Establishment of **Marikina Junior High School** by virtue of a Municipal Council Resolution No. 59, s. 1947
- July 18, 1949 - The school was renamed **Marikina High School**.
- July 18, 1952 - The name of the school was changed to **Leodegario Victorino Memorial High School** in honor of Leodegario Victorino, the first Marikeño to become Division Superintendent of Schools, Province of Rizal
- July 1, 1957 - The school was converted into **Marikina School of Arts And Trades (MSAT)** by virtue of Republic Act No. 1586 authored by Rep. Serafin Salvador, 2<sup>nd</sup> District of Rizal
- May 8, 1978 - The name of the school was changed to **Marikina Institute of Science and Technology (MIST)**.
- April 14, 2004 - The school was converted into a state college named as **Marikina Polytechnic College (MPC)**.

As a state college, MPC has undergone several managements. To wit:

<b>Name</b>	<b>Designation</b>	<b>Period Covered</b>
Ms. Yolando E. Olano	OIC President (transition period)	May 2004-Dec. 2004
Dr. Manual R. Pangilinan	College President	Dec. 2004-Dec. 2006
Dr. Henry L. Lañada	College President	Jan. 2007-Nov. 2015
Dr. Virginia D. Bacay	OIC President	Dec. 2015-March 2016
Dr. Luna G. Madera	OIC President	April 2016-October 2017
Dr. Joselito B. Gutierrez	College President	November 5, 2016-present

## VISION

Guided by its philosophy and mandate, the College envisions itself to be the “**National Center for Higher Professional Teacher and Technical Education and Training**” and to be “**Center of Development for Shoe and Leather Craft and Other Allied Industries**”.

## MISSION

To achieve its vision, the College is committed to: 1) provide quality and relevant education and training for prospective administrators, teachers, trainers and technopreneurs; and, 2) to produce quality researches for the development of shoe and leather craft, and other allied industries.

## PHILOSOPHY

The College’s Philosophy of “Provider of educational Leadership in Technical Education” effectively sums up its mandate of 1) producing a cadre of professional teachers and instructors qualified to teach in the nationwide network of public and private technical schools and training centers, 2) serving as the center for development on shoe and leather craft industry, 3) providing technological, professional and occupational training on the utilization and development of appropriate technologies on community-based enterprise, 4) undertaking research and extension and providing leadership services in its areas of specialization. This philosophy is a commitment to do its part in providing quality education and training to its clientele and to the community it belongs to in order to uplift lives.

## THE COLLEGE GUIDING VALUES

The College upholds the following core values:

**M****AKADIYOS.** We adhere to Christian values and make our services God-centered characterized by sensitivity to students’ and stakeholders’ needs and interests.

**P****RODUCTIVITY and PROFICIENCY.** We develop productive and proficient technopreneurs who can compete globally.

**C****OMMITMENT.** We give utmost dedication to our duties and responsibilities towards the attainment of MPC’s vision

**I****NTEGRITY.** We are guided by ethical principles and professional standards in the delivery of our services.

**A****CCOUNTABILITY.** We accept responsibility and full accountability consistent with the principles of good governance to ensure effective and efficient leadership towards a sustainable management of resources.

**N****ETWORKING.** We collaborate and establish linkages with various agencies, industries and higher educational institutions including research and extension to further strengthen services of the College.

**S****ERVICE – ORIENTED.** We prioritize our clientele’s needs and interests in order to provide fast and relevant service.

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# MPC'S FRONTLINE SERVICES



**CITIZEN'S CHARTER**  
**REGISTRAR'S OFFICE SERVICES**

<b>Kinds of Services/Steps</b>	<b>Person Responsible</b>	<b>Transaction Time (under normal circumstances)</b>	<b>Documents Needed (if necessary)</b>
<b>REQUISITION OF DOCUMENTS (PROCEDURE)</b>			
<b>A. TRANSCRIPT OF RECORDS</b>			
1. Get and fill out Clearance Form	Registrar's Staff	5 minutes	Valid Identification Card
2. Submit the accomplished Clearance form.	Registrar's Staff	2 minutes	Clearance Form
3. Get and fill out payment slip 4. (Enrolment, Employment and References)	Registrar's Staff	3 minutes	Accomplished Clearance Form
5. Present the OR and Secure Claim stub.	Registrar's Staff	2 minutes	Receipt of Payment, 1pc 2x2 ID picture, white background with name tag
6. Claim your Transcript of Records 7. (after 3 working days)	Registrar/ Registrar's Staff	3 minutes	Claim Stub, Receipt of Payment, 1 pc Documentary stamp and (if necessary-F137 or TOR for transferee with remarks "Copy for MPC"
<b>-END OF TRANSACTION-</b>			
<b>B. DIPLOMA/ CERTIFICATES</b>			
1. Get and fill out Clearance Form	Registrar's Staff	5 minutes	Valid Identification Card
2. Secure and fill out payment slip.	Registrar's Staff	3 minutes	Accomplished Clearance Form
3. Claim the Diploma/Certificate	Registrar/ Registrar's Staff	5 minutes	Receipt of Payment
<b>-END OF TRANSACTION-</b>			
<b>C. CERTIFICATION/HONORABLE DISMISSAL/GOOD MORAL CHARACTER, etc.</b>			
1. Get and fill out Clearance Form	Registrar's Staff	5 minutes	Valid Identification Card, Clearance Form, Recent Registration Form
2. Secure Claim Stub for claiming the needed documents.	Registrar's Staff	3 minutes	Receipt of Payment Documentary Stamp
3. Claim your requested certification/s.	Registrar/ Registrar's Staff	10 minutes	Claim Stub, Official Receipt
<b>-END OF TRANSACTION-</b>			





**CITIZEN'S CHARTER**  
**REGISTRAR'S OFFICE SERVICES**

Kinds of Services/Steps	Person Responsible	Transaction Time (under normal circumstances)	Documents Needed (if necessary)
<b><u>AUTHENTICATION OF DOCUMENTS</u></b>			
1. Get and fill out payment slip.	Registrar's Staff	5 minutes	Original Copy of Document (Diploma, TOR with MPC Heading, certification, etc.
2. Submit the photocopies of document (maximum of 5 copies of each documents for stamping)	Registrar's Staff	2 minutes	Receipt of payments
3. Claim your authenticated documents.	Registrar's Staff	10-15 minutes	
<b>-END OF TRANSACTION-</b>			
<b><u>ENROLMENT PROCEDURE</u></b>			
<b>A. UNDERGRADUATE STUDENTS</b>			
1. Submit (for new students) the enrolment requirements and get pre-registration form. Present (for old students) students' registration form from the previous semester.	Registrar's Staff	3 – 5 minutes	<b>Enrolment Requirements:</b> <u>For New Student</u> Original HS Card or TOR and honourable dismissal for transferee, Good Moral Certificate and 1pc 2x2 ID picture with white background <u>For Old Student</u> Student's Registration Form from the previous sem. and school year, and school ID.
2. Fill out completely and submit Pre-registration Form.	Registrar's Staff	10-15 minutes	Enrolment Requirements
3. Evaluate student's record.	Registrar's Staff	5 minutes	
4. Get the printed Assessment Form (based on the enrolled subjects)	Registrar's Staff	5 minutes	
5. Present the OR and submit the assessment form. Get the printed registration form for stamping.	Registrar's Staff	5 minutes	Assessment Form and Receipt of Payment
<b>-END OF TRANSACTION-</b>			



**CITIZEN'S CHARTER**  
**REGISTRAR'S OFFICE SERVICES**

Kinds of Services/Steps	Person Responsible	Transaction Time (under normal circumstances)	Documents Needed (if necessary)
<b>B. GRADUATE STUDENT</b>			
1. Submit (for new student) the enrolment requirements and get pre-registration form. Present (for old students) and fill up completely the pre-registration form.	Registrar's Staff	5 minutes	<b>Enrolment Requirements:</b> <u>For New Student</u> Original TOR and honourable dismissal for transferee, Good Moral Certificate and 1pc 2x2 ID picture with white background and marriage contract for married woman <u>For Old Student</u> Student's Registration Form from the previous sem. and school year, and school ID.
2. Present the filled out pre-registration form to the Dean's Office for approval of subjects to be enrolled.	Registrar's Staff	5 – 10 minutes	Pre-registration form
3. Get the printed Assessment Form (based on the enrolled subjects).	Registrar's Staff	5 minutes	Approved pre-registration form
4. Present the OR and submit the assessment form. Get the printed registration form for stamping.	Registrar's Staff	5 minutes	Assessment Form and Receipt of Payment
<b>-END OF TRANSACTION-</b>			
<b>C. Senior High School</b>			
1. Submit (for new student) the enrolment requirements/Present (for old students) and get pre-registration form		3 - 5 minutes	<b>Enrolment Requirements:</b> <u>For New Student</u> Original HS Card, Good Moral, PEAC Voucher for students from private school and 1pc 2x2 ID picture with white background. <u>For Old Student</u> Student's Registration Form from the previous sem. and school year, and school ID.
2. Fill out completely and submit the pre-registration form.		10-15 minutes	Enrolment Requirements
3. Evaluate student's Record		5 minutes	
4. Get printed Enrolment Form( Based on the enrolled subject)		5 minutes	Registration Form
<b>-END OF TRANSACTION-</b>			



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**CITIZEN'S CHARTER  
 REGISTRAR'S OFFICE SERVICES**

Kinds of Services/Steps	Person Responsible	Transaction Time (under normal circumstances)	Documents Needed (if necessary)
<b>D. EVOC STUDENT</b>			
1. Submit (for new student) the enrolment requirements and get pre-registration form. Present (for old students) EVOC id, AND SUBMIT 2X2 ID picture with white background and get the enrolment form.	Registrar's Staff	5 minutes	<b>Enrolment Requirements:</b> <u>For New Student</u> Photocopy of any school credentials (TOR, HS Card, diploma), latest barangay clearance and 2pcs 2x2 ID picture with white background and NCAE (if available) <u>For Old Student</u> EVOC ID, 2pcs 2x2 ID picture with white background
2. Fill out completely and submit the Enrolment Form.	Registrar's Staff	10-15 minutes	Enrolment Requirements
3. Assess the training and other fees.	Registrar's Staff	5 minutes	Enrolment Form
<b>-END OF TRANSACTION-</b>			



**CITIZEN'S CHARTER**  
**CASHIER'S OFFICE SERVICES**

Kinds of Services/Steps	Person Responsible	Transaction Time (under normal circumstances)	Documents Needed (if necessary)
<b><u>PAYMENT OF FEES – Tuition Fee, Miscellaneous Fee, Registration Fee, Training Fee, Transcript, Certification, Diploma, Certificates, School and Library ID, Exam Fee, Space Rental Fee, Graduation Fee</u></b>			
1. Present the filled out and assessed documents	Cashier Staff	2 minutes	Registration Form, Request Form Replacement Form Order of Payment
2. Pay fees directly to the Cashier and secure Official Receipt.	Cashier Staff	5 minutes	
<b>-END OF TRANSACTION-</b>			
<b><u>CLAIMING OF CHECKS</u></b>			
1. Present and submit the documents needed.	Cashier Staff	5 minutes	Valid ID's any two photocopied: School ID, PRC, Postal ID, GSIS/SSS ID, Driver's License, Company ID, Authorization Letter, Official receipt (for suppliers)
2. Sign the disbursement voucher and warrant register.	Supplier/Client	3 minutes	
3. Claim your check.	Cashier	1 minute	
<b>-END OF TRANSACTION-</b>			
<b><u>CLAIMING OF SALARIES/WAGES – Job Order, SA, Part-time, Contractual</u></b>			
For new Personnel, Student, representative			
1. Present and submit the documents needed.	Cashier Staff	5 minutes	Valid ID's any two photocopied: School ID, PRC, Postal ID, GSIS/SSS ID, Driver's License, Company ID, Authorization Letter
2. Sign the payroll and claim your salary/wages.	Personnel, Student, Representative Cashier Staff	4 minutes	
<b>-END OF TRANSACTION-</b>			



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**CITIZEN'S CHARTER**  
**GRADUATE SCHOOL OFFICE SERVICES**

Kinds of Services/Steps	Person Responsible	Transaction Time (under normal circumstances)	Documents Needed (if necessary)
<b><u>APPLICATION FOR ENTRANCE EXAMINATION</u></b>			
1. Secure a copy of Entrance Examination Form.	Graduate School Staff	1 minute	Examination Form
2. Present to the Graduate School Office the official receipt of fees.	Graduate School Staff	1 minute	Official Receipt of Fees
3. Take the Entrance Examination as scheduled (for the new entrants/transferees) 4. (List of Passers shall be posted after a maximum of 3 working days)	Graduate School Staff	Minutes will vary depending on the length of time the examiner will spend	Official Receipt
<b>-END OF TRANSACTION-</b>			
<b><u>APPLICATION FOR COMPREHENSIVE EXAM</u></b>			
1. Submit certification of complete academic requirement and letter of intent for verification.	Graduate School Staff	3 minutes	Certification of Complete Academic Requirement & Letter of Intent
2. Secure and fill up the comprehensive exam form.	Graduate School Staff	1 minute	Certification of Complete Academic Requirement & Letter of Intent
3. Present to the Graduate School Office the official receipt for recording and scheduling of examination.	Graduate School Staff	2 minutes	Official Receipt & Application Form
<b>-END OF TRANSACTION-</b>			
<b><u>APPLICATION FOR CERTIFICATION ON PASSING COMPREHENSIVE EXAM</u></b>			
1. Request the certification needed.	Graduate School Staff	3 minutes	Valid School ID
<b>-END OF TRANSACTION-</b>			



**CITIZEN'S CHARTER**  
**GRADUATE SCHOOL OFFICE SERVICES**

Kinds of Services/Steps	Person Responsible	Transaction Time (under normal circumstances)	Documents Needed (if necessary)
<b><u>APPLICATION FOR PRE-ORAL DEFENSE AND FINAL ORAL DEFENSE</u></b>			
1. Present the official student's registration form and the thesis/dissertation manuscript for evaluation.	Graduate School Staff	5 minutes	Student's registration, Form & Manuscript
2. Secure the document/letter to be signed by the thesis adviser and critic for confirmation/acceptance of assignment.	Graduate School Staff	2 minutes	Form B1 & B2
3. Secure and submit document/letter duly signed by the adviser and critic for the pre-oral/final oral defense schedule (subject for Graduate School Dean's Approval).	Graduate School Staff	1 minute	Form B4 & Four Manuscripts (MA)/ Five Manuscripts (Ed.D.)
4. Secure pre-oral/final oral defense details of the oral presentation schedule.	Graduate School Staff	2 minutes	
5. Come to the assigned examination room 30 minutes before the scheduled time.	Graduate School Staff		
<b>-END OF TRANSACTION-</b>			
<b><u>APPLICATION FOR GRADUATION</u></b>			
1. Submit 4 hardbound and 4 soft copies of presented/approved research study.	Graduate School Staff	2 minutes	Four Hardbound & Four soft copies of approved research study
2. Have your student clearance form and application form for graduation be signed by the Graduate School Dean.	Graduate School Staff	2 minutes	Student Clearance Form & Application Form for Graduation
<b>-END OF TRANSACTION-</b>			



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**CITIZEN'S CHARTER  
 ADMISSION OFFICE SERVICES**

<b>Kinds of Services/Steps</b>	<b>Person Responsible</b>	<b>Transaction Time (under normal circumstances)</b>	<b>Documents Needed (if necessary)</b>
<b>ADMISSION PROCEDURE OF INCOMING SENIOR HIGH SCHOOL STUDENTS</b>			
1. Submit requirements for evaluation to the Admission Committee.	Admission Officer	2 minutes	Original and photo copy of latest report card Original and photocopy of certificate of good moral 2 pcs 2x2 pictures (studio copy)
2. Accomplish application form for qualified student applicant.	Admission Officer	5 minutes	Application Form
3. Issue examination permit to the applicant.	Admission Officer	2 minutes	Accomplished Application Form
4. Take the written examination and interview on the scheduled date, time and place.	Guidance Counselors and Interviewers/Examiners	2 hours	Examination Permit
5. Release of examination result.	Admission Officer	1 minute (See posted result)	
<b>-END OF TRANSACTION-</b>			



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**CITIZEN'S CHARTER**  
**ADMISSION OFFICE SERVICES**

Kinds of Services/Steps	Person Responsible	Transaction Time (under normal circumstances)	Documents Needed (if necessary)
<b><u>ADMISSION PROCEDURE OF BTTE, BIT, COT FRESHMEN</u></b>			
FOR FRESHMEN 1.1. Submit requirements for evaluation to the Admission Committee for first year applicants.	Admission Officer	2 minutes	Original and photo copy of high school report card  Original copy of certificate of good moral
FOR TRANSFEREES 1.2. Submit requirements for evaluation to the Admission Committee for transferees.	Admission Officer	2 minutes	Original Transcript of Record and Honorable Dismissal  Original copy of certificate of good moral
2. Preliminary evaluation of student applicants.	Admission Officer	1 minute	
3. Qualified student applicant accomplished the application form.	Admission Officer	5 minutes	
4. Show official receipt of examination fee to the Admission Committee.	Admission Officer	1 minute	
5. Issue examination permit to the applicant.	Admission Officer	2 minutes	
6. Take the written examination and interview on the scheduled date, time and place.	Guidance Counselors and Interviewers/Examiners	2 hours	Examination Permit
7. Release of examination result.	Admission Officer	1 minute (See posted result)	
<b>-END OF TRANSACTION-</b>			





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**CITIZEN'S CHARTER  
 ADMISSION OFFICE SERVICES**

Kinds of Services/Steps	Person Responsible	Transaction Time (under normal circumstances)	Documents Needed (if necessary)
<b>APPLICATION FOR FREE TUITION FEE</b>			
FOR BTTE, BIT and COT Academically Able Students 1.1 Submit requirements for evaluation to the Admission Officer  1.2 Complete the Application Form  1.3 Submit completed application form and requirement/s	Admission Officer	1 minute  3 minutes  1 minute	<b>PROOF OF INCOME</b> 1. Income Tax Return (ITR) 2. BIR Form 2316 3. BIR Certificate of Exemption 4. Barangay Certificate of Indigency 5. Certification from DSWD 6. OFW Certification 7. Employment Contract 8. Other government – Issued Document  For 4'Ps BENEFICIARY ID or Certification  For STUFEP'S BENEFICIARY ID or Certification
<b>-END OF TRANSACTION-</b>			



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**CITIZEN'S CHARTER**  
**INCOME RESOURCE GENERATING OFFICE SERVICES**

<b>Kinds of Services/Steps</b>	<b>Person Responsible</b>	<b>Transaction Time (under normal circumstances)</b>	<b>Documents Needed (if necessary)</b>
<b><u>CLAIMING OF PURCHASED ITEMS (Books, Uniforms, etc.)</u></b>			
1. Present official receipt directly paid to the cashier.	IRGO Staff	2 minutes	Official Receipt
2. Sign and record the receipt.	IRGO Staff	2 minutes	Official Receipt
3. Claim/receive the PURCHASED ITEMS (Books, Uniforms, etc.)	IRGO Staff	1 minute	
<b>-END OF TRANSACTION-</b>			
<b><u>SCHOOL ID REPLACEMENT</u></b>			
1. Secure an ID replacement form from the Guidance Office.	Guidance Counsellor	2 minutes	Latest Registration Form
2. Accomplish form and pay replacement fee of P150 at the Cashier's Office.	Cashier	15 minutes	ID Replacement Form
3. Proceed to the personnel-in-charge of the ID replacement.	Personnel-in-charge of the ID replacement.	15 minutes	Official Receipt
<b>-END OF TRANSACTION-</b>			



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**CITIZEN'S CHARTER  
GUIDANCE AND COUNSELING SERVICES**

<b>Kinds of Services/Steps</b>	<b>Person Responsible</b>	<b>Transaction Time (under normal circumstances)</b>	<b>Documents Needed (if necessary)</b>
<b><u>INDIVIDUAL INVENTORY</u></b>			
1. Student presents Registration Form.	Guidance Counsellor assigned per program	2 minutes	Registration Form/ Official Receipt
2. 1 <sup>st</sup> year BTTE, BIT, COT, Senior High School Students and transferees fill out Individual Inventory Form.	Guidance Counsellor assigned per program	2 minutes	ID Picture (Studio Type)
3. 2 <sup>nd</sup> /3 <sup>rd</sup> /4 <sup>th</sup> year BTTE, BIT, COT students fill out Updating Form (Every Semester) and ID Validation	Guidance Counsellor assigned per program	15 minutes	Registration Form
<b>-END OF TRANSACTION-</b>			



**CITIZEN'S CHARTER**  
**OFFICE OF STUDENT AFFAIRS SERVICES**

Kinds of Services/Steps	Person Responsible	Transaction Time (under normal circumstances)	Documents Needed (if necessary)
<b><u>APPLICATION FOR ACCREDITATION OF STUDENT ORGANIZATION</u></b>			
1. Submit application for accreditation to OSA during the current school year.	Head, Student Organization, Director, OSA	5 minutes	Refer to the Checklist on the Application for Accreditation
2. Follow up whether the application for accreditation is approved or still for revision.	SO Faculty Adviser, Head, SO Screening Committee	5 minutes	Refer to the Guidelines for Accreditation of Organization
3. Check/claim from the OSA whether your organization is included in the Directory of Accredited Organization.	Head, SO Director, OSA	5 minutes	Refer to the Directory of Accredited Student organization
<b>-END OF TRANSACTION-</b>			
<b><u>HOW TO JOIN THE EDITORIAL STAFF OF THE MPC JOURNAL</u></b>			
1. Submit a letter of intent to the Editor-in-Chief (EIC) expressing your intention to join the editorial staff.	Editor-in-Chief School Paper Adviser	5 minutes	
2. Wait for the posted announcement of the date set for the qualifying examination.	Editor-in-Chief School Paper Adviser, Head of Publications	10 minutes	Schedule for taking the Competitive Exam for both oral and written work
3. Take the examination.	Editorial Board School Paper Adviser	2 hours	
4. Wait for the posting of the Examination Results.	Editorial Board School Paper Adviser, Language Critic, MPCJ Consultants	2 weeks (maximum)	List of Qualified Applicants
5. If qualified, report to the Editor-in-Chief for briefing.	Editor-in-Chief School Paper Adviser		
<b>-END OF TRANSACTION-</b>			



**CITIZEN'S CHARTER**  
**PLACEMENT OFFICE SERVICES**

Kinds of Services/Steps	Person Responsible	Transaction Time (under normal circumstances)	Documents Needed (if necessary)
<b>APPLICATION FOR EMPLOYMENT ASSISTANCE</b>			
1. Visit and inquire for job opening.	Graduate/Undergraduate Placement Coordinator	30 minutes	Locator Slip
2. Submit your credential/report for screening/interview to the Placement Coordinator.	Placement Coordinator Applicants	30 minutes	Applicant's resume with picture and other credentials: a. Transcript of records b. Certificate of Trainings/Seminars attended
3. Get recommendation letter.	Placement Coordinator OSA Director, President	1 day	Recommendation Letter
4. Monitor/follow-up.	Applicant/Placement Coordinator	10 minutes	
<b>-END OF TRANSACTION-</b>			
<b>APPLICATION FOR INDUSTRY IMMERSION</b>			
1. Get the orientation schedule.	Placement Coordinator	5 minutes	Posted schedule by Technology
2. Attend the scheduled orientation: a. Know the needed requirements. b. Fill out the necessary documents needed. c. Consult assigned coordinator on available training venue.	Placement Coordinator Students  Student Trainees Linkages	2-3 hours  1 day	Information Sheet  List of companies/shops/industries and food establishment
3. Enroll on the scheduled dates (by Technology)	Registrar's Office Placement Coordinator Counsellor Librarian Cashier	30 minutes	Student's Rating Slip of the previous semester
4. Submit properly accomplished training documents.	Placement Coordinator Student Trainees	5 minutes	Information Sheet Waiver
5. Secure an endorsement/recommendation letter from the Placement Coordinator.	Placement Coordinator OSA Director	Minimum of 1 day	Information Sheet Waiver Endorsement/Recommendation Letter
6. Submit documentary requirements needed by the company/shop/establishment.	Placement Coordinator, Students' School/Company Physician/Proprietor/Company Manager/HR Manager	1 day	School/Company waiver Medical certificate
7. Submit individual/group Industry Immersion Report after the training.	Placement Coordinator	10 minutes	Evaluation Form Logbook/Narrative Report Documentation
<b>-END OF TRANSACTION-</b>			



**CITIZEN'S CHARTER**  
**RESEARCH AND DEVELOPMENT OFFICE SERVICES**

Kinds of Services/Steps	Person Responsible	Transaction Time (under normal circumstances)	Documents Needed (if necessary)
<b><u>REQUEST FOR DATA</u></b>			
1. Fill out the request form.	R & D Staff	1 minute	
2. Submit the request form for action.	R & D Staff		
3. Wait until the datum/data is/are given.	R & D Staff	5 minutes	
4. Sign the logbook for the acknowledgement of the receipt of the data requested.	R & D Staff	1 minute	
<b>-END OF TRANSACTION-</b>			
<b><u>REQUEST FOR COPIES OF RESEARCH MATERIALS (Fact Book, Research Studies, Journals, etc.)</u></b>			
1. Fill out the request form.	R & D Staff	1 minute	
2. Submit the request form.	R & D Staff		
3. Wait until the request form is granted.	R & D Staff	1 minute	
4. Sign the logbook for acknowledgement of documents/materials received.	R & D Staff		
<b>-END OF TRANSACTION-</b>			
<b><u>REQUEST FOR CONDUCT OF COLLOQUIUM</u></b>			
1. Submit the letter of request and get one record copy.	R & D Director		Letter of Request A Copy of Research Proposal
2. Wait for approval of request.	R & D Director	2 days	
3. Write a letter on the action done on the request.	R & D Director	1 day	
4. Schedule the colloquium one month after the approval of the request.	R & D Director		Five Copies of Research Proposal/Studies
<b>-END OF TRANSACTION-</b>			
<b><u>REQUEST FOR CLEARANCE</u></b>			
1. Submit the needed documents and present the clearance form.	R & D Director	3 minutes	Research Proposal/or Research Output/or Research Monitoring and Evaluation Form.
<b>-END OF TRANSACTION-</b>			



**CITIZEN'S CHARTER**  
**EXTENSION SERVICES OFFICE**

<b>Kinds of Services/Steps</b>	<b>Person Responsible</b>	<b>Transaction Time</b>	<b>Documents Needed (if necessary)</b>
<b><u>REQUEST FROM LGU/NGO/INDUSTRY</u></b>			
1. Submit Letter of Intent.	ESO Staff	2 minutes	Letter of Intent
2. Follow-up the approval of Request (after the day the LOI was submitted).	ESO Staff	2 minutes	Letter of Intent
3. Fill-up the request Form.	ESO Staff	5 minutes	Request for Extension Services Form
4. Preparation and Signing of MOA	MPC President, ESO Director, Representatives of Partner/Linkage	10 Days	Memorandum of Agreement (MOA)
5. Prepare tentative schedule of trainor/s and training program and Budget Requirements	ESO Director/Dept. Instructors and concerned Staff	3 Days	Soft and Hard Copy of Training Program and Budgetary Requirements
6. Consolidate the documents submitted by the concerned parties.	ESO Director/Head and Staff	1 Day	Hard Copies of necessary documents
<b>-END OF TRANSACTION-</b>			
<b><u>REQUEST FROM THE FACULTY</u></b>			
1. Fill out the Community ESO Form.	ESO Staff	3 minutes	Community ESO Form
2. Follow-up the Approval of Request (after the day the LOI was submitted).	ESO Staff	2 minutes	Community ESO Form
3. Fill-up the request form.	ESO Staff	3 minutes	Request for Extension Services Form
4. Prepare final schedule of trainor/s and training program.	ESO Director/Head and Staff	2 Days	
5. Get the schedule of Training Program from the ESO.	ESO Director/Head and Staff	2 minutes	Training Program Schedule
6. Purchase of tools, supplies & materials needed.	Sponsors/Partners	1 Day	Disbursement Voucher/Official Receipt
7. Consolidate the documents submitted by the concerned faculty.	ESO Director/Head and Staff	1 Day	Hard Copies of necessary documents
<b>-END OF TRANSACTION-</b>			



**CITIZEN'S CHARTER  
 SUPPLY OFFICE SERVICES**

Kinds of Services/Steps	Person Responsible	Transaction Time (under normal circumstances)	Documents Needed (if necessary)
<b><u>REQUISITION OF SUPPLIES AND MATERIALS</u></b>			
1. Fill out the Requisition and Issue Slip.	End User	2 minutes	
2. Receive the requested materials and sign the acknowledgement	End User	2 minutes	
<b>-END OF TRANSACTION-</b>			
<b><u>REQUISITION OF TOOLS AND EQUIPMENT USING INVENTORY AND CUSTODIAN SLIP (ICS)</u></b>			
1. Fill out the Custodian slip form.	End User	2 minutes	INVENTORY CUSTODIAN SLIP (ICS)
2. Receive the requested materials and sign the acknowledgement.	End User	3 minutes	INVENTORY CUSTODIAN SLIP (ICS)
<b>-END OF TRANSACTION-</b>			
<b><u>REQUISITION OF TOOLS AND EQUIPMENT USING PROPERTY ACKNOWLEDGEMENT</u></b>			
1. Physical Check od tools and equipment.	End User	3 minutes	
-If not okay, return to Supplier	Supply Personnel	3-5 working days	
-Change the items	Supplier	2-5 minutes	
-If okay, release tolls and equipment	Supply Personnel		
<b>-END OF TRANSACTION-</b>			
<b><u>REQUEST FOR CLEARANCE FOR FACULTY AND EMPLOYEES</u></b>			
1. Secure Clearance Form.	Supply Officer	2 minutes	Clearance Form
<b><u>ACCEPTANCE/RECEIVING OF DELIVERIES</u></b>			
1. Check Purchase order (PO) Details.	Supply Personnel	1 minute	
2. Check items delivered.	Supply Personnel	2 minutes	
3. Accepting/receiving of Items	Supply Personnel	1 minute	
<b>-END OF TRANSACTION-</b>			





Republic of the Philippines  
 MARIKINA POLYTECHNIC COLLEGE  
 Munding Ave., corner Mayor Chanyungco St., Sta. Elena, Marikina City

**CITIZEN'S CHARTER  
 RECORDS MANAGEMENT SERVICES  
 (OFFICE OF THE PRESIDENT)**

<b>Kinds of Services/Steps</b>	<b>Person Responsible</b>	<b>Transaction Time (under normal circumstances)</b>	<b>Documents Needed (if necessary)</b>
<b>PROCEDURE IN RECEIVING/RELEASING DOCUMENTS</b>			
<b>A. RECEIVING</b>			
1. Receive documents duly acknowledged/stamped with date and person receiving.	OP Staff	2 minutes	
2. Return receiving copy duly acknowledged by the client.	OP Staff	2 minutes	
3. Log in the original copy in the logbook with the necessary information.	OP Staff	2 minutes	
4. Photocopy the document for temporary filing.	OP Staff	2 minutes	
5. Submit original copy to the President for appropriate action.	OP Staff	2 minutes	
<b>-END OF TRANSACTION-</b>			
<b>B. RELEASING</b>			
1. Photocopy approved documents for dissemination/filing.	OP Staff	2 minutes	
2. Log out documents in the logbook and have it received by the concerned clients.	OP Staff	2 minutes	
<b>-END OF TRANSACTION-</b>			



**CITIZEN'S CHARTER**  
**REQUEST FOR RENTAL OF MPC FACILITIES**  
**(All Concerned Departments/Offices)**

<b>Steps</b>	<b>Office</b>	<b>Service</b>	<b>Person Responsible</b>	<b>Transaction Time (under normal circumstances)</b>	<b>Required Documents</b>
1. Inquiry on availability of requested facility	REQUESTOR	Inquire availability of facility at the Office of the President. If available, write a letter of request.	OP Staff	5-10 mins	
2. Submission of Letter of request	OFFICE OF THE PRESIDENT	Receive Request for Rental of MPC Facilities	OP Staff	1-2 mins	Letter Request
3. Approval of Letter of Request	OFFICE OF THE PRESIDENT	Review the Approval of Letter of Request	President or Authorized Official	1-2 days depending on evaluation/availability	Letter Request
		Forward the Approved Letter Request to Accounting Office for preparation of Billing Statement	OP Staff	10-15 mins	Approved Letter Request
4. Preparation of Billing of Statement and Order of Payment	ACCOUNTING OFFICE	Receive Approved Request for rental of MPC Facilities	Accounting Staff	1-2 mins	Approved Letter Request
		Preparation of Billing Statement	Accountant/Accounting Staff	10-15 mins	Approved Letter Request
		Preparation of Order of Payment	Accountant/Accounting Staff	5-10 mins	Approved Letter Request, Billing Statement
5. Payment of Rental Fees	CASHIER'S OFFICE	Receive Order of Payment and Billing Statement and Issuance of Official receipt (OR)	Cashier's Office Staff	2-5 mins	Approved Letter Request, Billing Statement
<b>-END OF TRANSACTION-</b>					



**CITIZEN'S CHARTER  
 LIBRARY SERVICES**

Kinds of Services/Steps	Person/s Responsible	Transaction Time (under normal circumstances)	Documents Needed (if necessary)
<b><u>ISSUANCE AND VALIDATION OF LIBRARY CARDS</u></b>			
1. FOR NEW STUDENTS <ul style="list-style-type: none"> <li>• Present the enrollment form.</li> <li>• Claim the library card on the schedule of orientation.</li> </ul>	Librarian/ Library Staff	3 minutes (depending on the schedule of orientation)	1 recent 1x1 ID picture  Claim Stub
2. FOR OLD STUDENTS <ul style="list-style-type: none"> <li>• Submit the enrollment form.</li> <li>• Present the library card for validation.</li> </ul>	Librarian/ Library Staff	1 minute	Library Card
<b>-END OF TRANSACTION-</b>			
<b><u>REPLACEMENT OF LOST LIBRARY CARD</u></b>			
1. Fill-out the replacement form.	Librarian	3 minutes	1 pc 1x1 ID picture
2. Submit the replacement clearance together with the receipt	Librarian and Library Staff	After 3 working days	Official Receipt
<b>-END OF TRANSACTION-</b>			
<b><u>USING THE LIBRARY</u></b>			
1. MPC STUDENTS <ul style="list-style-type: none"> <li>• Present library card duly validated for the current semester.</li> </ul>	Librarian/ Library Staff	1 minute	Library Card
2. MPC FACULTY AND EMPLOYEES <ul style="list-style-type: none"> <li>• Present MPC ID every time a book is borrowed</li> </ul>	Librarian/ Library Staff	1 minute	School ID
3. OUTSIDE RESEARCHERS <ul style="list-style-type: none"> <li>• Present a referral letter from the institution of origin.</li> <li>• Present School Identification Card (ID) or Library Card (LC)</li> </ul>	Librarian/ Library Staff	1 minute	Referral Letter and School ID or Library Card
<b>-END OF TRANSACTION-</b>			



**CITIZEN'S CHARTER  
 LIBRARY SERVICES**

Kinds of Services/Steps	Person/s Responsible	Transaction Time (under normal circumstances)	Documents Needed (if necessary)
<b><u>PHOTOCOPYING OF BOOKS</u></b>			
1. Fill-out the photocopy request slip and book card. Write legibly. 2. Present duly validated library card. 3. After photocopying, proceed to the counter for proper cancellation of the loan record.	Librarian/ Library Staff	3 minutes	Library Card, Photocopy Request Slip
4. Return the books properly in their respective shelves.  Reminders: <ul style="list-style-type: none"> <li>• A maximum of two (2) books or references are allowed to be photocopied at the same time provided that two (2) photocopy request slips are accomplished.</li> <li>• Books and references must be returned within 30 minutes.</li> <li>• Books and references that are taken out for photocopying purposes will be given an overdue fine if not returned within the day.</li> </ul>	Librarian/ Library Staff	1 minute	Borrowed Book/s
<b>-END OF TRANSACTION-</b>			
<b><u>OVERNIGHT AND HOME READING LOANS</u></b>			
1. Fill-out the book card. Write legibly. 2. Present duly validated library card and book card to the library staff or librarian in-charge. 3. Proceed to the counter for proper cancellation of the loan record when returning the book.	Librarian/ Library Staff	3 minutes	Library Card, Book Card
4. Return the book properly in its respective shelves.  Reminders: <ul style="list-style-type: none"> <li>• Students are allowed to borrow books for overnight use one at a time only.</li> <li>• Books borrowed for overnight maybe renewed once only, provided it is not in demand.</li> </ul>	Librarian/ Library Staff	1 minute	Borrowed Book

<ul style="list-style-type: none"> <li>• Renewal of books must be approved by the librarian.</li> <li>• Pocket books are allowed to be borrowed for one (1) week and can be renewed if not in demand.</li> <li>• Books and references are not allowed to be borrowed during the last week of every semester; and a week before until the end of the Mid-Term and Final examinations.</li> </ul>			
<b>-END OF TRANSACTION-</b>			

Kinds of Services/Steps	Person/s Responsible	Transaction Time (under normal circumstances)	Documents Needed (if necessary)
<b><u>REQUEST FOR REFERRAL LETTERS</u></b>			
<ol style="list-style-type: none"> <li>1. Fill-out the referral log book.</li> <li>2. Present duly validated library card.</li> <li>3. Receive the referral letter</li> </ol> <p>Reminder:</p> <ul style="list-style-type: none"> <li>• Request for referral letter is accommodated until 4:30 p.m., Mondays-Fridays; and 3:30 p.m., Saturdays</li> </ul>	Librarian/ Library Staff	15 minutes	Library Card
<b>-END OF TRANSACTION-</b>			
<b><u>REQUEST FOR CLEARANCE</u></b>			
<ol style="list-style-type: none"> <li>1. FOR FACULTY <ul style="list-style-type: none"> <li>• Present the Clearance Form. (if no obligation)</li> <li>• Receive the signed clearance.</li> </ul> </li> </ol>	Librarian	1 minute	Borrowed books (if any)
<ol style="list-style-type: none"> <li>2. FOR STUDENTS <ul style="list-style-type: none"> <li>• Present the Clearance Form. (if no obligation)</li> <li>• Receive the signed clearance.</li> </ul> </li> </ol>	Librarian	1 minute	Library Card
<b>-END OF TRANSACTION-</b>			



**CITIZEN'S CHARTER  
 MEDICAL SERVICES**

Kinds of Services/Steps	Person Responsible	Transaction Time (under normal circumstances)	Documents Needed (if necessary)
<b><u>DAILY ROUTINE CONSULTATION</u></b>			
1. Approach the medical staff and register in the Medical Logbook.	Medical Staff	1 minute	School ID, Logbook
2. Avail the medical services.	Physician	5 – 10 minutes (depending on the patient's condition)	
3. Get free medicines that are available and receive prescription, if necessary.	Physician	2 minutes	
4. Secure a medical certificate/excuse slip signed by the physician.	Medical Staff	2 minutes	
-End of Transaction-			
<b><u>PHYSICAL EXAMINATION ON GRADE 11/FIRST YEAR/OJT/P.E. STUDENTS</u></b>			
1. Secure and submit the Medical Clearance form for Physical Examination.	Medical Staff	1 minute	Medical Clearance Form
2. Avail Medical Services.	Physician	5 – 10 minutes	
3. If found physically unfit, secure referral slip.	Physician	3 minutes	
-End of Transaction-			
<b><u>IN CASE OF EMERGENCY</u></b>			
1. Go directly to the clinic for assistance.	Medical Staff	10 – 15 minutes	
2. Receive first aid treatment until stable.	Medical Staff		
3. If condition does not improve, transport to the nearest Hospital and simultaneously inform parents of present condition.	Medical Staff		
<b>-END OF TRANSACTION-</b>			



**CITIZEN'S CHARTER  
 DENTAL SERVICES**

Kinds of Services/Steps	Person Responsible	Transaction Time (under normal circumstances)	Documents Needed (if necessary)
<b><u>CONSULTATION AND TREATMENT</u></b>			
1. Sign in the Logbook and indicate the dental concern.	Dentist	1 minute	School ID, Logbook
2. Fill out the individual examination chart.	Dentist	3 minutes	General Record for Dental Health for Dental Health Examination
3. Fill out the individual examination chart.	Dentist	5 minutes (depending on the patient's condition)	
<b>-END OF TRANSACTION-</b>			
<b><u>FOR TOOTH EXTRACTION</u></b>			
1. Secure parent's consent form.	Dentist	1 minute	Parent's Consent Form
2. Submit the signed consent form availment of the tooth extraction as scheduled.	Dentist	1 minute	Signed Parent's Consent Form
3. Avail tooth extraction.	Dentist	Depending on the patient's condition	
<b>-END OF TRANSACTION-</b>			



**CITIZEN'S CHARTER  
 ACCOUNTING SERVICES**

Kinds of Services/Steps	Person Responsible	Transaction Time (under normal circumstances)	Documents Needed (if necessary)
<b><u>REQUISITION OF DOCUMENTS</u></b>			
A. Office Forms/Papers (Photocopied payroll, Certification of remittance, loan forms for GSIS and PAG-IBIG)			
1. Fill out request slip.		1 minute	Request Slip
2. Submit the request slip.		1 minute	
3. Claim the request paper/form	Accounting Staff/Budget Officer	1 minute	
4. Fill out the requested paper/form (if necessary)		1 minute	
5. Wait for action on request (if needed)	Accounting Staff/Budget Officer	5 minutes	
6. Sign in the logbook for acknowledgment of action taken on needed request.	Accounting Staff/Budget Officer	1 minute	
<b>-END OF TRANSACTION-</b>			





**CITIZEN'S CHARTER  
 FINANCE SERVICES**

**Disbursement Process**

Steps	Office	Service	Person Responsible	Transaction Time (Under Normal Circumstances)	Required Documents
<b>FOR PAYMENTS OF PROCURED ITEMS</b>					
1. Preparation of Disbursement of Voucher (DV)	ACCOUNTING OFFICE	Receipt of IAR, PO, ORS/BURS and attached documents	Accounting Staff	1 – 2 minutes	IAR, P.O., BAC Resolution, PR, Bid Forms, Abstract of Bids Photocopies
		Preparation of Disbursement of Voucher (DV)	Accounting Staff	10 – 15 minutes	IAR, P.O., BAC Resolution, PR, Bid Forms, Abstract of Bids Photocopies
		Reviewing of DV and attached document as to completion and propriety of computations and entries	Accountant	10 – 15 minutes	IAR, P.O., BAC Resolution, PR, Bid Forms, Abstract of Bids Photocopies
2.		Forwarding of the DV to Requesting Unit for signature	Accounting Staff	10 – 15 minutes	Required documents for Billings, Reimbursements, Refund, Payroll, Remittances, Other Requests, ORS, BURS
3.		Forwarding of the DV to the Office of the President for approval	Accounting Staff	10 – 15 minutes	Required documents for Billings, Reimbursements, Refund, Payroll, Remittances, Other Requests, ORS, BURS
<b>-END OF TRANSACTION-</b>					



**CITIZEN'S CHARTER**  
**FINANCE SERVICES**  
**Disbursement Process**

Steps	Office	Service	Person Responsible	Transaction Time (Under Normal Circumstances)	Required Documents
<b><u>FOR OTHER PAYMENTS, BILLINGS, REIMBURSEMENTS, REFUNDS, PAYROLL, REMITTANCES, CASH ADVANCES, OTHER REQUEST</u></b>					
1. Receipt of Request Payment	ACCOUNTING /BUDGET OFFICE	Receipt of Approved/Authorized Request for Payment and initial review of supporting documents	Budget/Accounting Staff	2 – 5 minutes	Billings – Statement of Account
					Reimbursements- Approved Request for Reimbursement
					Refund – Approved Refund Form
					Payroll – Duly approved and signed Payroll Report
					Remittances - Duly approved and signed Remittance Report
					Cash Advances – Authority to hold Cash Advance
					Other Request - Duly approved Request for Payment
2. Obligation of Request	ACCOUNTING /BUDGET OFFICE	Reviewing of request and supporting documents received, if in order makes notation for UACS coding and charging funds	Budget Officer	10 – 15 minutes	Required documents for Billings, Reimbursements, Refund, Payroll, Remittances, Cash Advances and Other Requests
		Preparation of ORS/BURS	Budget Staff	10 – 15 minutes	Required documents for Billings, Reimbursements, Refund, Payroll, Remittances, Cash Advances and Other Requests
		Reviewing of the ORS/BURS affixing of signature for certification as to availability of budget and utilization as to intended purpose and forwarding to accounting Unit for DV preparation	Budget Officer	5 – 10 minutes	Required documents for Billings, Reimbursements, Refund, Payroll, Remittances, Cash Advances and Other Requests



**CITIZEN'S CHARTER**  
**FINANCE SERVICES**  
**Disbursement Process**

Steps	Office	Service	Person Responsible	Transaction Time (Under Normal Circumstances)	Required Documents
<b>FOR OTHER PAYMENTS, BILLINGS, REIMBURSEMENTS, REFUNDS, PAYROLL, REMITTANCES, CASH ADVANCES, OTHER REQUESTS</b>					
3. Preparation of Disbursement Voucher (DV)	ACCOUNTING /BUDGET OFFICE	Receiving of ORS/BURS and supporting documents and Preparation of Disbursement Voucher (DV)	Accounting Staff	10 – 15 minutes	Required documents for Billings, Reimbursements, Refund, Payroll, Remittances, Cash Advances and Other Requests, ORS, BURS
		Reviewing of the DV and supporting documents and affixing of signature as to completeness of supporting documents of propriety of entries and computations.	Accounting Staff	10 – 15 minutes	Required documents for Billings, Reimbursements, Refund, Payroll, Remittances, Cash Advances and Other Requests, ORS, BURS
		Forwarding of the DV to Requesting Unit for signature	Accounting Staff	10 – 15 minutes	Required documents for Billings, Reimbursements, Refund, Payroll, Remittances, Cash Advances and Other Requests, ORS, BURS
		Forwarding of the DV to the Office of the President for approval	Accounting Staff	10 – 15 minutes	Required documents for Billings, Reimbursements, Refund, Payroll, Remittances, Cash Advances and Other Requests, ORS, BURS
4. Approval for DV	OFFICE OF THE PRESIDENT	Receiving of DV and supporting documents for approval	OP Staff	1 – 2 minutes	Required documents for Billings, Reimbursements, Refund, Payroll, Remittances, Cash Advances and Other Requests, ORS, BURS
		Reviewing of the DV and supporting documents and affixing of signature for approval of payment	President	15 – 30 minutes depending on the volume of DV's for signature	Required documents for Billings, Reimbursements, Refund, Payroll, Remittances, Cash Advances and Other Requests, ORS, BURS
		Forwarding of the approved DV to the Cashier's Office	OP Staff	10 – 15 minutes	Required documents for Billings, Reimbursements, Refund, Payroll, Remittances, Cash Advances and Other Requests, ORS, BURS



**CITIZEN'S CHARTER  
 FINANCE SERVICES**

**Disbursement Process**

Steps	Office	Service	Person Responsible	Transaction Time (Under Normal Circumstances)	Required Documents
<b><u>FOR OTHER PAYMENTS, BILLINGS, REIMBURSEMENTS, REFUNDS, PAYROLL, REMITTANCES, CASH ADVANCES, OTHER REQUEST</u></b>					
5. Preparation of Check	CASHIER'S OFFICE	Receiving of the approved DV for check preparation	Cashier's Office Staff	1 – 2 minutes	Required documents for Billings, Reimbursements, Refund, Payroll, Remittances, Cash Advances and Other Requests, ORS, BURS, DV
		Counter checking of DV and supporting documents	Cashier	5 – 10 minutes	
		Preparation of Check	Cashier	5 – 10 minutes	
		Forwarding of check to authorized signatories	Cashier's Office Staff	10 – 15 minutes	
6. Approval/Signing of Check	OFFICE OF THE DIRECTOR FOR ADMIN AND FINANCE	Receiving of check for signature	Administration	1 – 2 minutes	Required documents for Billings, Reimbursements, Refund, Payroll, Remittances, Cash Advances and Other Requests, ORS, BURS, DV, Check
		Reviewing and signing of check	Administration	5 – 10 minutes	
	OFFICE OF THE PRESIDENT	Receiving of check for signature	OP Staff	1 – 2 minutes	
		Reviewing and signing of check	President	5 – 10 minutes depending on the volume of DV's for signature	
		Forwarding of the signed check to the Cashier's Office	OP Staff	10 – 15 minutes	



**CITIZEN'S CHARTER  
 FINANCE SERVICES**

**Disbursement Process**

Steps	Office	Service	Person Responsible	Transaction Time (Under Normal Circumstances)	Required Documents
<b><u>FOR OTHER PAYMENTS, BILLINGS, REIMBURSEMENTS, REFUNDS, PAYROLL, REMITTANCES, CASH ADVANCES, OTHER REQUEST</u></b>					
7. Receiving of signed check for release	CASHIER'S OFFICE	Receiving of signed check	Cashier's Office Staff	1 – 2 minutes	Required documents for Billings, Reimbursements, Refund, Payroll, Remittances, Cash Advances and Other Requests, ORS, BURS, DV
8. Claiming of Check	CASHIER'S OFFICE	Reception of payee	Cashier's Office Staff	1 – 2 minutes	Required documents for Billings, Reimbursements, Refund, Payroll, Remittances, Cash Advances and Other Requests, ORS, BURS, DV, Check
		Retrieval and logging in of check for release	Cashier's Office Staff		Required documents for Billings, Reimbursements, Refund, Payroll, Remittances, Cash Advances and Other Requests, ORS, BURS, DV, Check
		Release of check to Payee and issuance of Official Receipt by Payee (if applicable)	Cashier's Office Staff		Required documents for Billings, Reimbursements, Refund, Payroll, Remittances, Cash Advances and Other Requests, ORS, BURS, DV, Check
		Payee signs on the received portion of the DV and in the logbook	Cashier's Office Staff		Required documents for Billings, Reimbursements, Refund, Payroll, Remittances, Cash Advances and Other Requests, ORS, BURS, DV, Check, O.R. (if applicable)
<b>-END OF PROCESS-</b>					



**CITIZEN'S CHARTER  
 PROCUREMENT PROCESS**

(All Concerned Departments/Offices)

**SMALL VALUE PROCUREMENT (for purchases P500,000.00 and below)**

Steps	Office	Service	Person Responsible	Transaction Time (Under Normal Circumstances)	Required Documents
<b>1. Accomplishment of Purchase Request (PR)</b>	<b>END USER</b>	Accomplishing of PR from final APP 1) with complete specifications 2) duly countersigned by department head and 3) with references to APP ( page nos. line nos., codes etc)	End User/ Department Head	15 – 30 mins.	PR
		Forwarding of PR to BAC for ABC Verification	End User/ Department Head	10 - 15 mins.	PR
<b>2. ABC Verification of Estimated Cost</b>	<b>BAC/ PROCUREMENT</b>	Receiving of PR and validation to APP	Procurement Officer/Staff	5 - 10 mins.	PR
		Verifying of ABC as to reasonableness, responsiveness when posted and make adjustments to the ABC if necessary, then returns the verified PR to the End User	Procurement Officer/Staff	5 - 10 mins. (depending on the number of items)	PR
	<b>END USER</b>	Forwarding of the PR to the Supply Office	Procurement Officer/Staff	1 - 2 mins.	PR
<b>3. PR Numbering</b>	<b>SUPPLY OFFICE</b>	Receiving of PR for Numbering	Supply Officer/ Staff	1 - 2 mins.	PR
		Refers to the last issued PR Number and affix PR numbers according to the series.	Supply Officer/ Staff	5 - 10 mins.	PR
		Forwarding of the numbered PR to the Budget Office for Budget Availability	Supply Officer/ Staff	10 - 15 mins.	PR
<b>4. PR Approval</b>	<b>OFFICE OF THE PRESIDENT (OP)</b>	Receiving of PR for approval	OP Staff	1 - 2 mins.	PR
		Reviewing and signing of PR for approval	President	1-2 days depending on the evaluation of the President	PR
		Forwarding of PR to the Procurement Office for posting	OP Staff	10 - 15 mins.	PR
<b>5. PR for Budget Availability</b>	<b>BUDGET OFFICE</b>	Receiving of PR for Budget Availability	Budget Staff	1 - 2 mins.	PR
		Reviewing, stamping and signing of PR for Budget Availability	Budget Officer	10 - 15 mins.	PR
		Forwarding of PR to the OP for approval	Budget Staff	10 - 15 mins.	PR



**CITIZEN'S CHARTER  
 PROCUREMENT PROCESS**

**(All Concerned Departments/Offices)**

**SMALL VALUE PROCUREMENT (for purchases P500,000.00 and below)**

Steps	Office	Service	Person Responsible	Transaction Time (Under Normal Circumstances)	Required Documents
<b>6. Posting of PR</b>	<b>BAC/ PROCUR EMENT</b>	Receiving of Duly Approved PR	Procurement Officer/Staff	1 - 2 mins.	PR
		Posting of PR to PhilGEPS	Procurement Officer/Staff	5 – 15 mins.	PR, Canvass Form (ITB)
		Required posting period at PHILGEPS	Procurement Officer/Staff	7 days	PR, Canvass Form (ITB)
		Opening of Bid Forms received from participating bidders on required schedule (8th day after posting)	BAC Chairman	5 -15 mins.	PR, Canvass Form (ITB), Bid Forms
		Preparation of Abstract of Bids	Procurement Officer/Staff	15 – 30 mins.	PR, Canvass Form (ITB), Bid Forms
		Evaluation of Item Specifications Offered by the Participating Bidders	BAC/Procurement Officer/Staff/TWG	1 – 2 days	PR, Canvass Form (ITB), Bid Forms, Abstract of Bids
		If no responsive bid is received, PR is posted for another 7 days.	BAC/Procurement Officer/Staff/TWG	7 days	PR, Canvass Form (ITB), Bid Forms, Abstract of Bids
		Preparation of BAC Resolution if necessary	Procurement Officer/ BAC Secretariat	15 – 30 mins.	PR, Canvass Form (ITB), Bid Forms, Abstract of Bids
		Signing of the Abstract of Bids and BAC Resolution Recommending the Winning Bidder/ Supplier (if necessary)	BAC Chairman and BAC Members	1 – 2 days	PR, Canvass Form (ITB), Bid Forms, Abstract of Bids, BAC Resolution if applicable
<b>7. Preparation of Purchase Order (P.O.)</b>	<b>BAC/ PROCUR EMENT</b>	Preparation of Purchase Order (P.O)	Procurement Officer/Staff	15 – 30 mins.	PR, Canvass Form (ITB), Bid Forms, Abstract of Bids, BAC Resolution if applicable
		Review and Signing of the Purchase Order Form (P.O.)	BAC Chairman	15 – 30 mins.	PR, Canvass Form (ITB), Bid Forms, Abstract of Bids, BAC Resolution if applicable, P.O.
		Endorsement of the Signed P.O. to the Accounting Office	Procurement Officer/Staff	5 – 15 mins.	PR, Canvass Form (ITB), Bid Forms, Abstract of Bids, BAC Resolution if applicable, P.O.



**CITIZEN'S CHARTER  
 PROCUREMENT PROCESS**

**(All Concerned Departments/Offices)**

**SMALL VALUE PROCUREMENT (for purchases P500,000.00 and below)**

Steps	Office	Service	Person Responsible	Transaction Time (Under Normal Circumstances)	Required Documents
<b>8. PO for Funds Availability</b>	<b>ACCOUNTING/OFFICE</b>	Receiving of PO and attached documents for review and funds availability	Accounting Staff	1 - 2 mins.	PR, Canvass Form (ITB), Bid Forms, Abstract of Bids, BAC Resolution if applicable, P.O.
		Reviewing of PO and attached documents and affixing of signature for Certification of Availability of Funds	Accountant	5 – 10 mins.	PR, Canvass Form (ITB), Bid Forms, Abstract of Bids, BAC Resolution if applicable, P.O.
		Forwarding of PO to the Budget Office for obligation	Accounting Staff	5 – 10 mins.	PR, Canvass Form (ITB), Bid Forms, Abstract of Bids, BAC Resolution if applicable, P.O.
	<b>BUDGET OFFICE</b>	Receiving of PO and attached documents for review and preparation of OBR/ BURS	Budget Staff	1 - 2 mins.	PR, Canvass Form (ITB), Bid Forms, Abstract of Bids, BAC Resolution if applicable, P.O.
		Counter checking of abstract of bids, quotations	Budget Staff	15 – 30 mins.	PR, Canvass Form (ITB), Bid Forms, Abstract of Bids, BAC Resolution if applicable, P.O.
		Reviewing of PO and attached documents. If in order makes notations for UACS coding and charging of funds	Budget Officer	15 – 30 mins.	PR, Canvass Form (ITB), Bid Forms, Abstract of Bids, BAC Resolution if applicable, P.O.
		Preparation of Obligation Request Status (ORS)/ Budget Utilization Request Status (BURS)	Budget Staff	5 – 10 mins.	PR, Canvass Form (ITB), Bid Forms, Abstract of Bids, BAC Resolution if applicable, P.O., ORS/ BURS
		Reviewing of the ORS/ BURS and affixing of signature for certification as to availability of budget and utilization as to intended purpose	Budget Officer	5 – 10 mins.	PR, Canvass Form (ITB), Bid Forms, Abstract of Bids, BAC Resolution if applicable, P.O., ORS/ BURS
		Forwarding of the reviewed and obligated PO, ORS/ BURS and attached documents to the Requesting Unit for signature	Budget Staff	10 – 15 mins.	PR, Canvass Form (ITB), Bid Forms, Abstract of Bids, BAC Resolution if applicable, P.O., ORS/ BURS
		Forwarding of the reviewed and obligated PO, ORS/ BURS and attached documents to the Office of the President for approval	Budget Staff	10 – 15 mins.	PR, Canvass Form (ITB), Bid Forms, Abstract of Bids, BAC Resolution if applicable, P.O., ORS/ BURS





**CITIZEN'S CHARTER  
 PROCUREMENT PROCESS**

**(All Concerned Departments/Offices)  
 SMALL VALUE PROCUREMENT (for purchases P500,000.00 and below)**

Steps	Office	Service	Person Responsible	Transaction Time (Under Normal Circumstances)	Required Documents
<b>9. Approval of Purchase Order</b>	<b>OFFICE OF THE PRESIDENT</b>	Receiving of the ORS/ BURS, P.O. and supporting documents	OP Staff	1 – 2 mins.	PR, Canvass Form (ITB), Bid Forms, Abstract of Bids, BAC Resolution if applicable, P.O., ORS/ BURS
		Reviewing and approval of the P.O. ORS/ BURS and affixing of signature for approval	President	1 - 2 days depending on the evaluation of the President	PR, Canvass Form (ITB), Bid Forms, Abstract of Bids, BAC Resolution if applicable, P.O., ORS/ BURS
		Forwarding of the approved P.O. and signed ORS/ BURS to BAC	OP Staff	10 – 15 mins.	PR, Canvass Form (ITB), Bid Forms, Abstract of Bids, BAC Resolution if applicable, P.O., ORS/ BURS
<b>10. Notification of the winning bidder and confirmation of Purchase Order</b>	<b>BAC/ PROCUREMENT</b>	Receiving of the Duly Approved P.O.	Procurement Officer/Staff	1 – 2 mins.	PR, Canvass Form (ITB), Bid Forms, Abstract of Bids, BAC Resolution if applicable, P.O., ORS/ BURS
		Awarding/ Notifying the Winning Bidder/ Supplier and receipt of Supplier's Receipt Confirmation	Procurement Officer/Staff	5 – 15 mins.	PR, Canvass Form (ITB), Bid Forms, Abstract of Bids, BAC Resolution if applicable, P.O., ORS/ BURS
		Signing the P.O. and Attached Photocopies of Documents	Procurement Officer	5 – 15 mins.	PR, Canvass Form (ITB), Bid Forms, Abstract of Bids, BAC Resolution if applicable, P.O., ORS/ BURS
		Forwarding of Original P.O. and Attached Documents to Supply Office	Procurement Officer/Staff	5 – 15 mins.	PR, Canvass Form (ITB), Bid Forms, Abstract of Bids, BAC Resolution if applicable, P.O., ORS/ BURS
		Submission of P.O. and Attached Documents Photocopies to COA Office	Procurement Officer/Staff	5 – 15 mins.	PR, Canvass Form (ITB), Bid Forms, Abstract of Bids, BAC Resolution if applicable, P.O., ORS/ BURS



**CITIZEN'S CHARTER  
 PROCUREMENT PROCESS**

**(All Concerned Departments/Offices)  
 SMALL VALUE PROCUREMENT (for purchases P500,000.00 and below)**

Steps	Office	Service	Person Responsible	Transaction Time (Under Normal Circumstances)	Required Documents
<b>11. Delivery of the Procured Items</b>	<b>SUPPLY OFFICE</b>	Reception of the delivering supplier	Supply Officer/ Staff	1 - 2 mins.	PR, Canvass Form (ITB), Bid Forms, Abstract of Bids, BAC Resolution if applicable, P.O., ORS/ BURS
		Retrieval of PO for delivery	Supply Officer/ Staff	5 – 15 mins.	PR, Canvass Form (ITB), Bid Forms, Abstract of Bids, BAC Resolution if applicable, P.O., ORS/ BURS
		Notifying the Inspector and End User (if available)of the delivery	Supply Officer/ Staff	5 – 15 mins.	PR, Canvass Form (ITB), Bid Forms, Abstract of Bids, BAC Resolution if applicable, P.O., ORS/ BURS
		Inspection of delivered items according to specifications in the P.O.	Supply Officer/ Staff/ Inspector/ End User	15 - 30 mins depending on the volume and nature of delivered items	PR, Canvass Form (ITB), Bid Forms, Abstract of Bids, BAC Resolution if applicable, P.O., ORS/ BURS
		If delivery is in order signs the delivery receipt, if not, returns the delivered items to the supplier until delivery is complied with according to the P.O.	Supply Officer/ Staff	15 – 30 mins.	PR, Canvass Form (ITB), Bid Forms, Abstract of Bids, BAC Resolution if applicable, P.O., ORS/ BURS
		Preparation and signing of the Inspection and Acceptance Report (IAR)	Supply Officer/ Staff/ Inspector	15 – 30 mins.	PR, Canvass Form (ITB), Bid Forms, Abstract of Bids, BAC Resolution if applicable, P.O., ORS/ BURS, Delivery Receipt
		Compilation of the IAR, PO, ORS/ BURS/ PR and supporting documents for forwarding to the Accounting Office for processing of payment	Supply Officer/ Staff	15 – 30 mins.	PR, Canvass Form (ITB), Bid Forms, Abstract of Bids, BAC Resolution if applicable, P.O., ORS/ BURS, Delivery Receipt, IAR
		Forwarding of the IAR, PO, ORS/BURS, PR and attached documents to the Accounting Office for payment processing	Supply Officer/ Staff	15 – 30 mins.	PR, Canvass Form (ITB), Bid Forms, Abstract of Bids, BAC Resolution if applicable, P.O., ORS/ BURS, Delivery Receipt, IAR
<b>-END OF PROCESS-</b>					



**CITIZEN'S CHARTER  
 PROCUREMENT PROCESS**

**BAC/PROCUREMENT SERVICE**

**PROCUREMENT THROUGH PUBLIC BIDDING (for purchases above P500,000.00)**

Service/ Steps	Person Responsible	Transaction Time (Under Normal Circumstances)	Required Documents
1. Receiving of Memo/BOT Resolution for the Project.	BAC Secretariat (Procurement Officer/Staff)	1 – 2 minutes	PR, Memo/BOT Resolution Copy
2. Pre-procurement Meeting for the following procurements; Goods P2M and above, Consultancy Service P1M and above)	BAC Chairman, BAC Members, BAC Secretariat, TWG	1 day	PR, Memo/BOT Resolution, Attendance Sheet
3. Preparation and Approval of Schedule of BAC Activities (Invitation to Apply for Eligibility and to bid)	BAC Chairman, BAC Secretariat	1 – 3 days	PR, Memo/BOT Resolution, Schedule of BAC Activities (Invitation to Apply for Eligibility)
4. Preparation of Bidding Documents and Letter of Invitation to COA and Observers.	BAC Secretariat	2 – 3 days	Schedule of BAC Activities, Bidding Forms, Canvass Form (ITB)
5. Preparation of Newsletter advertisement	BAC Secretariat	1 day	Schedule of BAC Activities, Bidding Forms, Canvass Form (ITB)
6. Newspaper Publication	BAC Secretariat	7 Days	Schedule of BAC Activities (Hard and Soft Copy)
7. Posting of Invitation to Apply for Eligibility and to Bid within the Campus and to PhilGEPS	BAC Secretariat		Schedule of BAC Activities (Invitation to Apply for Eligibility), Bidding Forms, Canvass Form (ITB)
8. Receiving of Bidder's Leter of Intent (LOI) and Issuance of Bidding Documents	BAC Secretariat		Schedule of BAC Activities (Invitation to Apply for Eligibility), Bidding Forms, Canvass Form (ITB)
9. Pre-Bid Conference on Scheduled date	BAC Chairman, BAC Members, BAC Secretariat, TWG, COA, Observers and Participating Bidders	1 day	PR, Memo/BOT Resolution, Schedule of BAC Activities (Invitation to Apply for Eligibility), Bidding Forms, Canvass Form (ITB), Newspaper Publication, Suppliers' LOIs and OR Photocopy, Attendance Sheet
10. Receiving of Bid Documents on Scheduled Date	BAC Secretariat	1 day	Bidding Documents
11. Opening of Bids on Scheduled date (12 days after Pre-Bid Conference)	BAC Chairman, BAC Members, BAC Secretariat, TWG, COA, Observers and Participating Bidders	1 day	PR, Memo/BOT Resolution, Schedule of BAC Activities (Invitation to Apply for Eligibility), Bidding Forms, Canvass Form (ITB), Newspaper Publication, Suppliers' LOIs and OR Photocopy, Attendance Sheet



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**CITIZEN'S CHARTER  
 PROCUREMENT PROCESS**

**BAC/PROCUREMENT SERVICE**

**PROCUREMENT THROUGH PUBLIC BIDDING (for purchases above P500,000.00)**

<b>Service/ Steps</b>	<b>Person Responsible</b>	<b>Transaction Time (Under Normal Circumstances)</b>	<b>Required Documents</b>
12. Bid Evaluation, Preparation and Approval of Bid Evaluation Report	BAC Chairman and TWG	1 day	Bidding Documents, Bid Forms, ITB
13. Post Qualification, Preparation, Approval and Issuance of Certification of Post-Qualification	BAC Members, BAC Secretariat, TWG	2 – 10 days	Bid Evaluation Report, Bidding Documents, Bid Forms, ITB
14. Preparation and Signing/Approval of BAC Resolution	College President, BAC Chairman, BAC Members	2 – 7 days	Evaluation Report, Post-Qualification, BAC Resolution
15. Preparation and Issuance of Notice of Award (NOA)	College President, BAC Chairman, BAC Secretariat	2 – 7 days	Evaluation Report, Post-Qualification, BAC Resolution
16. Receiving of Performance Security/Performance Bond	BAC Secretariat	2 – 15 days	Performance Security Certificate/Performance Bond
17. Preparation, Signing/Approval and Issuance of the Contract	College President, BAC	2 – 25 days	Contract Agreement
18. Preparation, Approval and Issuance of Notice to Proceed (NTP)	College President, BAC	2 – 3 days	Performance Security Certificate/Performance Bond
<b>-END OF TRANSACTION-</b>			



**CITIZEN'S CHARTER**  
**HUMAN RESOURCE SERVICES**

Kinds of Service/ Steps	Person Responsible	Transaction Time (Under Normal Circumstances)	Documents Needed (if necessary)
<b><u>REQUEST FOR SERVICE RECORD, CERTIFICATE OF EMPLOYMENT</u></b>			
1. Get a request form and fill out properly, rate client satisfaction	HRMO/Records Clerk	1 – 2 days	If transferee, service records from previous employer
2. Sign the logbook for the Acknowledgement of processed form.	HRMO/Records Clerk		
3. Wait for the request form signed by the Director.	HRMO/Records Clerk		
<b>-END OF TRANSACTION-</b>			
<b><u>REQUEST FRO FILING OF LEAVE</u></b>			
1. Secure and fill out the leave form properly (Application for vacation leave and sick leave should be for one full day)  <b>For Sick Leave</b> (5 or more consecutive days)  <b>For Vacation Leave</b> (Should be filed in advance, at least 5 days before going on such leave)  30 days of absence or more  <b>For Maternity Leave</b>  <b>For Solo Parent Leave</b>	Faculty/Personnel	2 minutes	Leave Form (Form 6)  Medical Certificate (In case medical consultation was not availed of, and affidavit should be executed)  Clearance form  Clearance Form and Medical Certificate upon return to service  Solo Parent ID from DSWD
2. Have the form signed by the head/supervisor.	Faculty/Personnel		
3. Submit to HRMO for checking of leave balance and Director's signature	Faculty/Personnel	5 -10 minutes	
<b>-END OF TRANSACTION-</b>			



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**CITIZEN'S CHARTER**

**PROCEDURE IN FILING GRIEVANCE OR COMPLAINTS AND LEVEL OF APPEAL BOTH NON-TEACHING AND TEACHING PERSONNEL**

Kinds of Service/ Steps	Person Responsible	Transaction Time (Under Normal Circumstances)	Documents Needed (if necessary)
1. Present complaint or grievance verbally or in writing to the immediate Head concern	Aggrieved Party	1 day	Grievance Form
2. The immediate Head takes the necessary action on the grievance or complaint and informs the aggrieved party on the action taken.	Dept. Head Concerned	3 working days from the date of presentation	
3. If both parties concerned agreed on the action taken by the immediate Head, the grievance or complaint is considered settled.	-Aggrieved Party -Person Subject of Grievance -Head Concerned	1 day	Grievance Agreement Form
4. If the aggrieved party is not satisfied with the immediate Head action, he/she may appeal to the next higher supervisor	Aggrieved Party	Five (5) Working Days	Action or decision of the Immediate Head
5. The Higher Supervisor shall render decision on the appeal by the aggrieved party	Higher Supervisor	Five (5) Working Days	
6. If the aggrieved party is not satisfied with the decision of the higher supervisor, he or she may appeal to the Grievance Committee.	Aggrieved Party	Five (5) Working Days upon receipt of decision	Decision of the Higher Supervisor
7. The Grievance Committee conducts investigation and hearing.	Aggrieved Party and the subject for grievance or complaint and witnesses if any.	Ten (10) Working days upon receipt of grievance appeal	
8. The Grievance Committee renders its decision on the investigation of the appeal or complaint filed by the aggrieved party.	Grievance Committee	Five (5) Working Days after investigation	
9. If the aggrieved party is not satisfied with the decision of the Grievance Committee, he or she may appeal to the President.	Aggrieved Party	Five (5) Working Days from the receipt of committee decision	
10. The President shall review and make decision on the appeal of the aggrieved party on the grievance or complaint.	President	Ten (10) Working days after receipt of grievance/complaint appeal	
11. If the aggrieved party is still not satisfied with the decision of the President, he or she may appeal or elevate his or her grievance or complaint to the Civil Service Commission-Regional Office together with the Certification on the Final Action on the Grievance (CFAG)	Aggrieved Party	Fifteen (15) Working Days from the receipt of decision	
12. The Civil Service Commission- Regional Office shall rule on the appeal according to existing Civil Service Law, Rules and Regulations.	CSC-Regional Office	Fifteen (15) Working Days	CFAG



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**CITIZEN'S CHARTER**  
**Grievance Redress Mechanism**

To Our Clienteles/Customers:

It is our desire to continuously improve our services, thus, your feedback are very important.

Please let us know how we served you by doing the following steps:

1. Accomplish our Feedback Form available in the public assistance desk area.
2. Drop in the box placed in the public assistance desk.
3. Follow up action (if necessary) taken on your Complaint/Comments/Suggestions with the concerned frontline service office/s.

If you are not satisfied with our service, your verbal/written complaint shall be attended to by the staff at the Public Assistance and Complaint Desk.



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**CITIZEN'S CHARTER  
 FEEDBACK FORM**



Republic of the Philippines  
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 Munding Ave., corner Mayor Chanyungco St.,  
 Sta. Elena, Marikina City

<b>Office Concerned:</b>  <hr/>
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**COMPLIMENT (PAPURI) FORM**

Date (Petsa): \_\_\_\_\_

Name (Pangalan): \_\_\_\_\_ Contact No. (Telepono): \_\_\_\_\_

Office/Address (Tanggapan/Lugar): \_\_\_\_\_

Residence Address (Tirahan): \_\_\_\_\_

Compliment (Papuri): \_\_\_\_\_

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\*You may use the back for additional information. (Maaring gamitin and likuran ng papel para sa karagdagang impormasyon.)

\_\_\_\_\_  
 Signature (Lagda)





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**CITIZEN'S CHARTER  
 FEEDBACK FORM**



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 Sta. Elena, Marikina City

<b>Office Concerned:</b> _____
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**COMPLAINT (REKLAMO) FORM**

Date (Petsa): \_\_\_\_\_

Name (Pangalan): \_\_\_\_\_ Contact No. (Telepono): \_\_\_\_\_

Office/Address (Tanggapan/Lugar): \_\_\_\_\_

Residence Address (Tirahan): \_\_\_\_\_

Compliant (Reklamo): \_\_\_\_\_  
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 \_\_\_\_\_  
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\*You may use the back for additional information. (Maaring gamitin and likuran ng papel para sa karagdagang impormasyon.)

\_\_\_\_\_  
**Signature (Lagda)**



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**CITIZEN'S CHARTER**



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<b>Office Concerned:</b> _____
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**SUGGESTION (MUNGKAHI) FORM**

Date (Petsa): \_\_\_\_\_

Name (Pangalan): \_\_\_\_\_ Contact No. (Telepono): \_\_\_\_\_

Office/Address (Tanggapan/Lugar): \_\_\_\_\_

Residence Address (Tirahan): \_\_\_\_\_

Suggestion (Mungkahi): \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

\*You may use the back for additional information. (Maaring gamitin and likuran ng papel para sa karagdagang impormasyon.)

\_\_\_\_\_  
 Signature (Lagda)