



DMMMSU Open University System Citizens Charter

SERVICE PLEDGE

DMMMSU Open University System shall be the center in promoting quality, affordable, accessible and responsive distance education programs in the region.

We, the officials and employees of DMMMSU Open University System, pledge and commit to deliver quality public service as contained in the DMMMSU-OUS Citizen's Charter.

We commit to serve with:
D-education,
O-pen-mindedness,
U-nity, and
S-ensibility

FRONTLINE SERVICES

OFFICE OF THE REGISTRAR
2ndF DMMMSU-OUS Building
City of San Fernando, La Union
(072) 607-8324

Contact Persons:
Lorna De Castro, Registrar
Cecilia Villanueva, Asst. Registrar

Who may avail of the Service:
Current and target students, graduates

Schedule of Availability of Service:
Mon., Wed. to Sat.
8am to 12 nn, 1pm to 5pm

FEEDBACK AND REDRESS MECHANISM

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

Accomplish a **Feedback Form** at the **DOUS INFO CENTER**
1stF DMMMSU-OUS building
City of San Fernando, LU
(072) 607-8324

Contact Persons:
Ces Myra Mabalot
Remedios Custodio
Mon. to Sat.
8am to 12 nn, 1pm to 5pm

Or send your feedback through:
dous_dlc@yahoo.com

Vector Graphic by DryIcons

ENROLMENT PROCEDURE

Step	Applicant/Client	Service Provided	Duration	Person-In-Charge
*1	Inquire about program offerings Apply for Admission	Conduct briefing/orientation Issue Admission form (for new students only)	5 min.	C. Mabalot (DOUS Info Center)
*2	Interview and evaluation	Conduct Interview Evaluate entrance credentials	5 min.	Program Adviser
*3	Submit Admission form and entrance credentials	Accept and file student credentials	2 min.	C. Villanueva (Registrar's Office)
4	Fill up Enrolment form	Issue Enrolment form	5 min.	C. Villanueva (Registrar's Office)
5	Approval of Enrolment form	Approval by the Chairperson	1 min.	Chairperson
*6	Fill up registration form for Learning Skills Seminar (for new students only)	Issue form & give details about the seminar	2 min.	B. Caluscasin II (R&E Office)
7	Assessment and Payment of school fees	Assess school fees Receive payment and issue official receipt	5 min.	E. Cuesta L. Patacsil (Accounting Office)
8	Submit enrolment form Claim class cards	Accept and file enrolment form Release class cards	3 min.	C. Villanueva (Registrar's Office)
9	Fill up Individual Inventory Form SBO Orientation	Issue Individual Inventory Form Conduct SBO Orientation	5 min.	A. Balcita (SAS Office)
10	Apply for Student ID	Issue Student ID Form and file for action	2 min.	C. Mabalot (DOUS Info Center)
11	Apply for Library Card	Issue Library Card Form and file for action	3 min.	M. Gallardo (Library)
Total Time Allotment			38 min.	

**Steps 1,2, 3 & 6 applicable for New Students only*

FILING & RELEASING OF SCHOOL CREDENTIALS

Step	Applicant/Client	Service Provided	Duration	Person-In-Charge
1	Request a clearance form	Issue a clearance form and direct the student to the location of signatories	3 min.	C. Villanueva (Registrar's Office)
2	Seek the approval of school officials and Pay corresponding fees	Check student's records and sign	15-20 min.	Chairperson Librarian: M. Gallardo (Library) SBO Adviser: A. Paneda (SAS Office) Accounting: E. Cuesta Cashier: L. Patacsil (Accounting Office) Director: O. Cardenas (Director's Office)
3	Submit duly accomplished clearance form to the Registrar's office	Check completeness of data and receive the form for action	2 min.	C. Villanueva (Registrar's Office)
4		Preparation/Checking/proof reading/editing of documents		C. Villanueva/ L. De Castro (Registrar's Office)
5	Claim the ff. : OTR Certifications Diploma (Second copy)	Releasing of documents	-10 to 15 working days -5 working days -15 to 30 working days	C. Villanueva (Registrar's Office)

APPLICATION FOR COMPREHENSIVE EXAM, QUALIFYING EXAM & THESIS DEFENSE

Step	Applicant/Client	Service Provided	Duration	Person-In-Charge
1	Fill up Application form	Issue Application form	5 min.	C. Guerra (Head of Instruction)
2	Request a clearance form	Issue a clearance form and direct the student to the location of signatories	3 min.	C. Villanueva (Registrar's Office)
3	Seek the approval of school officials	Check student's records and sign	15-20 min.	Signatories
4	Pay corresponding fees <u>Comprehensive Exam:</u> Regular - P750 Special - P1,500 <u>Qualifying Exam:</u> Regular - P1,000 Special - P2,000 <u>Proposal Defense:</u> Master's - P5,000 Doctoral - P7,500 <u>Final Defense:</u> Master's - P5,000 Doctoral - P7,500	Receive payment and issue official receipt	5 min.	E. Cuesta L. Patacsil (Accounting Office)
5	Submit duly accomplished clearance form to the Registrar's office	Check completeness of data and receive the form for action	2 min.	C. Villanueva (Registrar's Office)

APPLICATION FOR GRADUATION

Step	Applicant/Client	Service Provided	Duration	Person-In-Charge
1	Fill up Application form and Clearance form	Issue Application form and Clearance form and direct the student to the location of signatories	5 min.	C. Villanueva (Registrar's Office)
2	Seek the approval of school officials	Check student's records and sign	15-20 min.	Signatories
3	Pay Fees <u>For Undergraduate students:</u> Graduation fee: P100 Alumni fee: P200 Diploma fee: P100 P400 <u>For Graduate students:</u> Graduation fee: P250 Alumni fee: P300 Diploma fee: P200 P750	Receive payment and issue official receipt	5 min.	E. Cuesta L. Patacsil (Accounting Office)
4	Submit duly accomplished clearance form to the Registrar's office	Check completeness of data and receive the form for action	2 min.	C. Villanueva (Registrar's Office)

OTHER SERVICES (Income Generating Projects)

BUSINESS AFFAIRS OFFICE
3rdF DMMMSU-OUS Building
City of San Fernando, La Union
(072) 607-5343
Who may Avail of the Service: DOUS students, walk-in clients

Contact Person:
Dr. Estella Cayabyab, Head, BAO
Schedule of Availability of Service:
Tue. to Sat., 8AM to 5PM

RENTAL OF FUNCTION HALL/ROOMS

Step	Applicant/Client	Service Provided	Duration	Person-In-Charge
1	Make inquiry Fill out request form	Provide info to client with (rates, etc.) Set agreements / arrangements Approval by the Director	15 min.	E. Cayabyab (R&E Office) O. Cardenas (Director's Office)
2	Prepare advance payment (if any)	Receive advance payment from client	5 min.	L. Patacsil E. Cuesta (Accounting Office)
3	Confirm the activity 1 day before and/or visit the venue for specific layout and other arrangements	Acknowledge client's confirmation and final setting of activity	1 day before the activity	E. Cayabyab (R&E Office) R. Gumabras
4	During activity proper, client to coordinate with personnel in charge for other needs	Facilitate the needs of the clients	As need arises	E. Cayabyab (R&E Office) R. Gumabras
5	Client to settle any amount due	Receive the payment from client and issue Official Receipt	3 min.	L. Patacsil E. Cuesta (Accounting Office)

TRANSIENT ROOM SERVICE

Step	Applicant/Client	Service Provided	Duration	Person-In-Charge	Forms	Fees
1	Inquiry from client Sign in at the logbook	Provide rates and other details Acknowledge reservation	15 min.	E. Cayabyab (R&E Office)	Log book	No Fee
2	Pay transient fee	Receive payment from client	5 min.	L. Patacsil E. Noble (2 nd F)	NA	For DOUS students: P250/night Others: P350/night With aircon: P500/night

PHOTOCOPYING/BOOKBINDING SERVICE

Step	Applicant/Client	Service Provided	Duration	Person-In-Charge	Forms	Fees
1	Inquiry from client Fill up Request Form	Provide rates and other details. Acknowledge request & submit to Publication Rm.	10 min. 5 min.	E. Cayabyab (R&E Office)	Request Form	Short bond paper: P1.00 Long bond paper: P1.50 Bookbinding - 0.5 inch to 1 inch: P35 per ring bind Bookbinding - 1.5 inch & above: P40 per ring bind
2	Pay photocopying/bookbinding service	Receive payment from client	5 min.	L. Patacsil E. Noble (2 nd F)	NA	

providing more opportunities