



COMMISSION ON HIGHER EDUCATION
REGIONAL OFFICE III

CITIZEN'S CHARTER
2019 (1st Edition)

Mandate:

Promote quality education;

Take appropriate steps to ensure that education shall be accessible to all;

Ensure and protect academic freedom for the continuing intellectual growth, the advancement of learning and research, the development of responsible and effective leadership, the education of high-level professionals, and the enrichment of historical and cultural heritage.

I. Vision:

A model of excellence and service-oriented regional office for God, Country and People.

II. Mission:

CHEDRO III, in its continuing ascent for excellence, shall proactively engage with all higher education institutions and other stakeholders in the delivery of education services and anchored on ethics, accountability, social responsibility and professionalism.

III. Service Pledge:

We, the Officials and staff of the Commission on Higher Education, commit to:

Ensure timely response to communications, queries and request and serve the public courteously and with utmost respect from Monday to Friday, 8:00- 5:00pm;

Development mechanisms to continually innovate and enhance our operations, systems and procedures, and enrich manpower to ensure quality service to the satisfaction of our clientele;

Uphold the dignity of the Commission by crossing the road of excellence and employee empowerment in developing sound careers in public service through continuing programs towards personnel growth and development;

Continuing to sustain and strengthen the quality service we provide to our public and establish a highly educated, credible, capable and eligible human resource to comply with the mandate of Commission;

Adhere to the agency's core values of fairness, integrity, teamwork, innovativeness, commitment and competence;

Take appropriate measures to ensure that education shall be accessible to all especially the under privileged and deserving students by providing financial assistance through various scholarship programs and educational loans;

Empower higher education institution in the implementation of their mandates to produce an educationally qualified workforce and professional organizations to assist in the growth and development of its members and share with the public necessary information through our website (www.ched.gov.ph), and welcome comments and suggestions through email address chedro3@ched.gov.ph, telephone hotline numbers (045) 455-1662; (045) 402-6659; (045) 436-1846; 436-1847.

**COMMISSION ON HIGHER EDUCATION
REGIONAL OFFICE III**

Citizen's Charter

1. Initial Assessment of Application for Institutional Recognition of Local Universities and Colleges (LUCs)

The Initial Assessment of Application for Institutional Recognition of Local Universities and Colleges (LUCs) involves evaluation of documentary evidences of the institutions applying for institutional recognition.

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| Office or Division: | Technical Division | | | |
| Classification: | Simple/Complex/Highly Technical | | | |
| Type of Transaction: | G2G – Government to Government Agency | | | |
| Who may avail: | Local Universities and Colleges (LUCs) | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Letter of Application for Certificate of Recognition (COR) as an HEI | | Local Government Unit (LGU) | | |
| Feasibility Study | | LGU | | |
| Certification of Availability of Funds | | Treasurer of the concerned LGU | | |
| Project Development Plan approved by the Board of Trustees | | LUC | | |
| Five-year Institutional Development Plan approved by the Board of Trustees | | LUC | | |
| Resolution supporting the LUC's five-year Institutional Development Plan and Project Development Plan | | Sangguniang Panglungsod/Pambayan/Panlalawigan of the concerned LGU | | |
| LGU Ordinance on the establishment of LUC | | Sangguniang Panglungsod/Pambayan/Panlalawigan of the concerned LGU | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Sign in the Client Log Book in the Public Assistance Desk (PAD) | Give the Client Log Book to the client | None | 3 Minutes | PAD Officer |
| 2. Submit the letter of application with the documentary requirements | Receive and records the application | None | 5 Minutes | Records Officer (Records Section) |
| 3. | Forward the application and documentary requirements to the Office of the Regional Director for proper routing | None | 1 day | Records Officer (Records Section) |
| 4. | Receive and forward application and documentary | None | 1 hour | Regional Director |

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| | requirements to the assigned Education Supervisor II for documentary analysis | | | |
| 5. | Review completeness and compliance of documents submitted by the applicant | None | 2 days | Education Supervisor II in charge |
| 6. | If documents are incomplete and not compliant with the requirements prescribed, draft a deficiency letter to be reviewed by the CEPS and to be approved by the RD | None | 1 day | Education Supervisor II in charge, CEPS and RD |
| 7. Acknowledge the deficiency letter | Release the deficiency letter | None | 1 day | Records Officer (Records Section) |
| 8. Submit compliance documents | Receive the compliance documents | None | 1 day | Records Officer (Records Section) |
| 9. | Forward the compliance documents to the Office of the Regional Director for proper routing | None | 1 day | Records Officer (Records Section) |
| 10. | Receive and forward compliance documents to the assigned Education Supervisor II for documentary analysis | None | 1 hour | Regional Director |
| 11. | Review completeness and compliance of documents submitted by the applicant | None | 2 days | Education Supervisor II in charge |
| 12. | If documents are complete and compliant, forward the complete and correct documents to CHED OIQAG | None | 1 hour | Education Supervisor II in charge |

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| 13. | Prepare transmittal letter to CHED OIQAG, to be reviewed by the CEPS and to be approved by the RD | None | 1 hour | Education Supervisor II, CEPS and RD |
| 14. Receive a copy of the transmittal letter to CHED OIQAG | Release the transmittal letter and assessment report to CHED OIQAG and copy furnish LUC applicant | None | 30 minutes | Records Officer (Records Section) |
| | *OIQAG process follows | | | |

2.1. Addressing Complaints and Disputes (Formal/Written/Emailed Complaints)

The CHED Regional Office receives complaints and disputes from individual clients who have availed of any frontline services of the Commission on Higher Education Regional Office III, which include, but not limited to the: (1) STUFAP Applicant/Grantee; (2) HEI Officer/Faculty/Staff/Representative; (3) CAV/CLAW/Certification Applicant; (4) Student; (5) Parent/Guardian; and (6) Government Agency.

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| Office or Division: | Technical Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Citizen G2B – Government to Business Entity G2G – Government to Government | | | |
| Who may avail: | Transacting Public and Stakeholders | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Letter from the complainant/client | | Complainant/client | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit formal letter detailing the complaint (e.g. email, snail mail, courier) | Receive and record the letter from the complainant | None | 5 Minutes | MIS Unit/ Records Officer (Records Section) |
| 2. | Forward the letter of complaint to the Office of the Regional Director for proper routing | None | 1 hour | Records Officer (Records Section) |
| 3. | Receive and forward letter of complaint to the concerned personnel | None | 1 hour | Regional Director |
| 4. | Evaluate the complaint from the client/stakeholder | None | 1 day | Concerned CHED RO 3 personnel |
| 5. | For complaints to be addressed by the CHED RO, draft a letter responding to the concern/complaint, to be reviewed by the CEPS and to be approved by the RD | None | 1 hour | Concerned CHED RO 3 personnel, CEPS and RD |

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| 6. Acknowledge the letter from the CHED RO | Release the letter from the CHED RO | None | 1 hour | Records Officer (Records Section) |
| 7. | For complaints to be addressed by an HEI or other parties, draft a letter referring the complaint to the concerned party, for comments, explanation, or appropriate action, to be reviewed by the CEPS and to be approved by the RD, copy furnishing the complainant | None | 1 hour | Concerned CHED RO 3 personnel, CEPS and RD |
| 8. Receive a copy of the letter of CHED RO to the concerned party | Release the letter to the concerned party and copy furnish the client/complainant | None | 1 hour | Records Officer (Records Section) |
| 9. | Receive and record the response of the HEI/concerned party | None | 1 hour | Records Officer (Records Section) |
| 10. | Receive and forward the response of the HEI/concerned party to the concerned personnel | None | 1 hour | Regional Director |
| 11. | Draft a letter acknowledging the response of the HEI/concerned party, to be reviewed by the CEPS and to be approved by the RD | None | 1 hour | Concerned CHED RO 3 personnel, CEPS and RD |
| 12. | Release the acknowledgement letter to the HEI/concerned party | None | 1 hour | Records Officer (Records Section) |
| 13. | Draft a letter referring the response of the HEI/concerned | None | 1 hour | Concerned CHED RO 3 personnel, CEPS and RD |

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| | party to the complainant, to be reviewed by the CEPS and to be approved by the RD | | | |
| 14. Acknowledge the letter with the response of the HEI/concerned party | Release the letter referring the response of the HEI/concerned party to the complainant | None | 1 hour | Records Officer (Records Section) |
| 15. If the response of the HEI/concerned party is not acceptable, write another formal letter detailing the reason for such | Receive and record the letter from the complainant | None | 1 hour | MIS Unit/ Records Officer (Records Section) |
| 16. | Receive letter from the complainant and refer it to the Grievance Committee | None | 1 hour | Regional Director |
| 17. | Evaluate the facts of the case | None | 1 day | Grievance Committee of CHED RO |
| 18. | If there is a need for a dialogue between the complainant and the respondent, draft letters inviting both parties to an agreed date and time, for amicable settlement, to be reviewed by the CEPS and to be approved by the RD | None | 1 hour | Grievance Committee of CHED RO, CEPS and RD |
| 19. Acknowledge the invitation for a dialogue | Release the letters inviting both parties to an agreed date and time | None | 30 minutes | Records Officer (Records Section) |
| 20. Participate in the dialogue | Conduct the dialogue between both parties | | 4 hours | Grievance Committee of CHED RO |
| 21. Sign the agreements | If there is an amicable settlement, draft the agreements to be signed by both parties | | 2 hours | Grievance Committee of CHED RO |

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| 22. | Draft a letter furnishing copy of the agreements to the concerned parties, to be reviewed by the CEPS and to be approved by the RD | | 2 hours | Grievance Committee of CHED RO, CEPS and RD |
| 23. Acknowledge the letter with the agreements | Release the letter with the agreements made to the complainant and HEI/concerned party | None | 1 hour | Records Officer (Records Section) |
| 24. | If there is no amicable settlement, draft a report and transmittal letter to CHED Legal and Legislative Services (LLS), to be reviewed by the CEPS and to be approved by the RD | | 2 hours | Grievance Committee of CHED RO, CEPS and RD |
| 25. Receive a copy of the letter of CHED RO to CHED LLS | Release the letter to the CHED LLS and copy furnish the concerned parties | None | 30 minutes | Records Officer (Records Section) |
| | *CHED LLS process follows | | | |

2.2. Addressing Complaints and Disputes (Walk-in Clients)

The CHED Regional Office receives complaints and disputes from individual clients who have availed of any frontline services of the Commission on Higher Education Regional Office III, which include, but not limited to the: (1) STUFAP Applicant/Grantee; (2) HEI Officer/Faculty/Staff/Representative; (3) CAV/CLAW/Certification Applicant; (4) Student; (5) Parent/Guardian; and (6) Government Agency.

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| Office or Division: | Technical Division |
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Citizen G2B – Government to Business Entity G2G – Government to Government |
| Who may avail: | Transacting Public and Stakeholders |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |

| Letter from the complainant/client (if necessary) | | Complainant/client | | |
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| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Sign in the Client Log Book in the Public Assistance Desk (PAD) | Give the Client Log Book to the client | None | 3 Minutes | PAD Officer |
| 2. | Refer the client/complainant to the concerned personnel | None | 3 Minutes | PAD Officer |
| 3. | Attend to the concern of the client | None | 1 Hour | Concerned CHED RO 3 personnel |
| 4. | If the client is not satisfied, inform the client that he/she may opt to put in writing the complaint with details | None | 30 Minutes | Concerned CHED RO 3 personnel |
| 5. Submit formal letter detailing the complaint (e.g. email, snail mail, courier) | Receive and record the letter from the complainant | None | 5 Minutes | MIS Unit/ Records Officer (Records Section) |
| 6. | Forward the letter of complaint to the Office of the Regional Director for proper routing | None | 1 Hour | Records Officer (Records Section) |
| 7. | Receive and forward letter of complaint to the concerned personnel | None | 1 Hour | Regional Director |
| 8. | Evaluate the complaint from the client/stakeholder | None | 2 Hours | Concerned CHED RO 3 personnel |
| 9. | For complaints to be addressed by the CHED RO, draft a letter responding to the concern/complaint, to be reviewed by the CEPS and to be approved by the RD | None | 1 Hour | Concerned CHED RO 3 personnel, CEPS and RD |

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| 10. Acknowledge the letter from the CHED RO | Release the letter from the CHED RO | None | 30 Minutes | Records Officer (Records Section) |
| 11. | For complaints to be addressed by an HEI or other parties, draft a letter referring the complaint to the concerned party, for comments, explanation, or appropriate action, to be reviewed by the CEPS and to be approved by the RD, copy furnishing the complainant | None | 1 Hour | Concerned CHED RO 3 personnel, CEPS and RD |
| 12. Receive a copy of the letter of CHED RO to the concerned party | Release the letter to the concerned party and copy furnish the client/complainant | None | 30 Minutes | Records Officer (Records Section) |
| 13. | Receive and record the response of the HEI/concerned party | None | 5 Minutes | Records Officer (Records Section) |
| 14. | Receive and forward the response of the HEI/concerned party to the concerned personnel | None | 1 Hour | Regional Director |
| 15. | Draft a letter acknowledging the response of the HEI/concerned party, to be reviewed by the CEPS and to be approved by the RD | None | 1 Hour | Concerned CHED RO 3 personnel, CEPS and RD |
| 16. | Release the acknowledgement letter to the HEI/concerned party | None | 30 Minutes | Records Officer (Records Section) |
| 17. | Draft a letter referring the response of the HEI/concerned | None | 1 Hour | Concerned CHED RO 3 personnel, CEPS and RD |

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| | party to the complainant, to be reviewed by the CEPS and to be approved by the RD | | | |
| 18. Acknowledge the letter with the response of the HEI/concerned party | Release the letter referring the response of the HEI/concerned party to the complainant | None | 30 Minutes | Records Officer (Records Section) |
| 19. If the response of the HEI/concerned party is not acceptable, write another formal letter detailing the reason for such | Receive and record the letter from the complainant | None | 5 Minutes | MIS Unit (for emailed complaints) Records Officer (Records Section) |
| 20. | Receive letter from the complainant and refer it to the Grievance Committee | None | 1 Hour | Regional Director |
| 21. | Evaluate the facts of the case | None | 1 Day | Grievance Committee of CHED RO |
| 22. | If there is a need for a dialogue between the complainant and the respondent, draft letters inviting both parties to an agreed date and time, for amicable settlement, to be reviewed by the CEPS and to be approved by the RD | None | 1 Hour | Grievance Committee of CHED RO, CEPS and RD |
| 23. Acknowledge the invitation for a dialogue | Release the letters inviting both parties to an agreed date and time | None | 30 Minutes | Records Officer (Records Section) |
| 24. Participate in the dialogue | Conduct the dialogue between both parties | None | 4 Hours | Grievance Committee of CHED RO |
| 25. Sign the agreements | If there is an amicable settlement, draft the agreements to be signed by both parties | None | 2 Hours | Grievance Committee of CHED RO |

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| 26. | Draft a letter furnishing copy of the agreements to the concerned parties, to be reviewed by the CEPS and to be approved by the RD | None | 2 Hours | Grievance Committee of CHED RO, CEPS and RD |
| 27. Acknowledge the letter with the agreements | Release the letter with the agreements made to the complainant and HEI/concerned party | None | 1 Hour | Records Officer (Records Section) |
| 28. | If there is no amicable settlement, draft a report and transmittal letter to CHED Legal and Legislative Services (LLS), to be reviewed by the CEPS and to be approved by the RD | None | 2 Hours | Grievance Committee of CHED RO, CEPS and RD |
| 29. Receive a copy of the letter of CHED RO to CHED LLS | Release the letter to the CHED LLS and copy furnish the concerned parties | None | 30 Minutes | Records Officer (Records Section) |
| | *CHED LLS process follows | | | |

2.3. Addressing Complaints and Disputes (Phoned-in Complaints)

The CHED Regional Office receives complaints and disputes from individual clients who have availed of any frontline services of the Commission on Higher Education Regional Office III, which include, but not limited to the: (1) STUFAP Applicant/Grantee; (2) HEI Officer/Faculty/Staff/Representative; (3) CAV/CLAW/Certification Applicant; (4) Student; (5) Parent/Guardian; and (6) Government Agency.

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| Office or Division: | Technical Division |
| Classification: | Simple |
| Type of Transaction: | G2G – Government to Citizen G2B – Government to Business Entity G2G – Government to Government |
| Who may avail: | Transacting Public and Stakeholders |
| CHECKLIST OF REQUIREMENTS | |
| WHERE TO SECURE | |

| Letter from the complainant/client (if necessary) | | Complainant/client | | |
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| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Call CHED RO 3 via telephone detailing the concern/complaint | Refer the client to the concerned CHED RO personnel | None | 5 Minutes | Secretary |
| 2. | Attend to the concern of the client | None | 15-20 Minutes | Concerned CHED RO 3 personnel |
| 3. | If the client is not satisfied, inform the client that he/she may opt to put in writing the complaint with details | None | 5 Minutes | Concerned CHED RO 3 personnel |
| 4. Submit formal letter detailing the complaint (e.g. email, snail mail, courier) | Receive and record the letter from the complainant | None | 5 Minutes | MIS Unit/ Records Officer (Records Section) |
| 5. | Forward the letter of complaint to the Office of the Regional Director for proper routing | None | 1 Hour | Records Officer (Records Section) |
| 6. | Receive and forward letter of complaint to the concerned personnel | None | 1 Hour | Regional Director |
| 7. | Evaluate the complaint from the client/stakeholder | None | 2 Hours | Concerned CHED RO 3 personnel |
| 8. | For complaints to be addressed by the CHED RO, draft a letter responding to the concern/complaint, to be reviewed by the CEPS and to be approved by the RD | None | 1 Hour | Concerned CHED RO 3 personnel, CEPS and RD |
| 9. Acknowledge the letter from the CHED RO | Release the letter from the CHED RO | None | 30 Minutes | Records Officer (Records Section) |
| 10. | For complaints to be addressed by an HEI or other parties, | None | 1 Hour | Concerned CHED RO 3 personnel, CEPS and RD |

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| | draft a letter referring the complaint to the concerned party, for comments, explanation, or appropriate action, to be reviewed by the CEPS and to be approved by the RD, copy furnishing the complainant | | | |
| 11. Receive a copy of the letter of CHED RO to the concerned party | Release the letter to the concerned party and copy furnish the client/complainant | None | 30 Minutes | Records Officer (Records Section) |
| 12. | Receive and record the response of the HEI/concerned party | None | 5 Minutes | Records Officer (Records Section) |
| 13. | Receive and forward the response of the HEI/concerned party to the concerned personnel | None | 1 Hour | Regional Director |
| 14. | Draft a letter acknowledging the response of the HEI/concerned party, to be reviewed by the CEPS and to be approved by the RD | None | 1 Hour | Concerned CHED RO 3 personnel, CEPS and RD |
| 15. | Release the acknowledgement letter to the HEI/concerned party | None | 30 Minutes | Records Officer (Records Section) |
| 16. | Draft a letter referring the response of the HEI/concerned party to the complainant, to be reviewed by the CEPS and to be approved by the RD | None | 1 Hour | Concerned CHED RO 3 personnel, CEPS and RD |

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| 17. Acknowledge the letter with the response of the HEI/concerned party | Release the letter referring the response of the HEI/concerned party to the complainant | None | 30 Minutes | Records Officer (Records Section) |
| 18. If the response of the HEI/concerned party is not acceptable, write another formal letter detailing the reason for such | Receive and record the letter from the complainant | None | 5 Minutes | MIS Unit/ Records Officer (Records Section) |
| 19. | Receive letter from the complainant and refer it to the Grievance Committee | None | 1 Hour | Regional Director |
| 20. | Evaluate the facts of the case | None | 1 day | Grievance Committee of CHED RO |
| 21. | If there is a need for a dialogue between the complainant and the respondent, draft letters inviting both parties to an agreed date and time, for amicable settlement, to be reviewed by the CEPS and to be approved by the RD | None | 1 Hour | Grievance Committee of CHED RO, CEPS and RD |
| 22. Acknowledge the invitation for a dialogue | Release the letters inviting both parties to an agreed date and time | None | 30 Minutes | Records Officer (Records Section) |
| 23. Participate in the dialogue | Conduct the dialogue between both parties | None | 4 Hours | Grievance Committee of CHED RO |
| 24. Sign the agreements | If there is an amicable settlement, draft the agreements to be signed by both parties | None | 2 Hours | Grievance Committee of CHED RO |
| 25. | Draft a letter furnishing copy of the agreements to the concerned parties, to be | None | 1 Hour | Grievance Committee of CHED RO, CEPS and RD |

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| | reviewed by the CEPS and to be approved by the RD | | | |
| 26. Acknowledge the letter with the agreements | Release the letter with the agreements made to the complainant and HEI/concerned party | None | 30 Minutes | Records Officer (Records Section) |
| 27. | If there is no amicable settlement, draft a report and transmittal letter to CHED Legal and Legislative Services (LLS), to be reviewed by the CEPS and to be approved by the RD | None | 2 Hours | Grievance Committee of CHED RO, CEPS and RD |
| 28. Receive a copy of the letter of CHED RO to CHED LLS | Release the letter to the CHED LLS and copy furnish the concerned parties | None | 30 Minutes | Records Officer (Records Section) |
| | *CHED LLS process follows | | | |

3. Collecting and Processing of Higher Education Data

The Management Information System (MIS) Unit of the Commission collects annual data of higher education institutions (HEIs). HEIs are expected to submit/update data on or before September 30 of the current year. The CHED Regional Office is expected to validate and submit data to CHED Central Office on or before October 30 of the current year.

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| Office or Division: | Technical Division and MIS Unit | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2G – Government to Government Agency G2B – Government to Business Entity | | | |
| Who may avail: | Public and Private Higher Education Institutions (HEIs) | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| E-forms | | CHECKS System at the CHED website (www.ched.gov.ph) | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Download the e-forms at the | | None | | HEI's Registrar |

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| CHECKS System (www.ched.gov.ph) | | | | |
| 2. Submit the accomplished soft copies of the e-forms to the CHECKS System or through email (chedro3@ched.gov.ph) | Acknowledge the receipt of submitted e-forms | None | 1 Minute | MIS Unit |
| 3. | Validate the data submitted by each HEI | None | At least 3-4 Hours per HEI | MIS Unit |
| 4. | If data is complete and in order, submit CHECKS Forms to CHED OPRKM | None | 5-10 Minutes per HEI | MIS Unit |
| 5. | If data is incomplete and not in order, send online advisory to HEI of noted deficiencies/discrepancies | None | 5-10 Minutes per HEI | MIS Unit |
| 6. If data is incomplete and not in order, HEI rectifies discrepancies noted on the e-forms and re-submits | Acknowledge the re-submission of e-forms | None | 1 minute | MIS Unit |
| 7. | Repeat Step 4 if data is complete and in order | None | 5-10 Minutes per HEI | MIS Unit |

4. Evaluating Application to Conduct International Educational Trips (IET)

The evaluation of application to conduct International Educational Trips (IET) involves the assessment of documentary requirements submitted by the higher education institution (HEI) which either have accreditation level II of the program, autonomous, deregulate, Center of Excellence, Center of Development, or with Institutional Sustainability Assessment (ISA) classification, vis-à-vis CMO No. 26, s. 2015. IETs are extended

educational activities in which the students will comply the required learning outcome in the approved curriculum involving the travel of students outside the Philippines.

| Office or Division: | Technical Division |
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| Classification: | Complex |
| Type of Transaction: | G2G – Government to Government Agency G2B – Government to Business Entity |
| Who may avail: | Public and Private Higher Education Institutions (HEIs) |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| Curriculum of the program with IET | HEI applicant/College or Department concerned |
| Students handbook which contains the guidelines on the conduct of IET | HEI applicant/College or Department concerned |
| Evidence showing that the IET was posted in conspicuous places in the campus (e.g. photos) | HEI applicant |
| Evidence showing that a General Orientation of Freshmen was conducted (e.g. photos, minutes of the meeting) | HEI applicant |
| Outline of Assessment Report | HEI applicant |
| Designation of the faculty-in-charge | HEI Administration |
| Letter of notification from the Administration indicating faculty-in-charge's roles and responsibilities before, during and after the IET | HEI Administration |
| Evidence showing that consultation with the concerned students, faculty and stakeholders was conducted (e.g. photos, minutes of the meeting) | HEI applicant |
| Itinerary of the IET showing the destination chosen, cost and benefit requirements, safety and relevance with the subject matter | HEI applicant |
| Evidence showing that funds and other resources are properly secured and accounted for (e.g. accounting records) | HEI applicant/Accounting Department |
| Evidence showing that briefing to concerned faculty and students was conducted (e.g. photos, minutes of the meeting) | HEI applicant |
| Evidence showing that the needed information materials were provided (e.g. photos distributing the information materials, acknowledgment receipt of information materials) | HEI applicant |

| Written plans by the accredited travel agency with attached Gantt Chart duly approved by the HEI | | Accredited Travel Agency | | |
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| Copy of insurance (individual or group) coverage | | Insurance Company | | |
| Standard format of learning journals given to students | | College or Department concerned | | |
| Evidence showing that announcement to students, faculty and parents was made one month before the scheduled date of IET (e.g. photos, minutes of the meeting) | | HEI applicant | | |
| Risk assessment plans and preventive measures given to students and stakeholders | | HEI applicant | | |
| Round-trip tickets with flight details | | Accredited Travel Agency | | |
| Medical clearance of students | | Licensed Physician | | |
| Evidence showing that medical aid kits are provided to students (e.g. photos) | | HEI applicant | | |
| Duly notarized consent of parent/guardian/spouse | | Parent/Guardian/Spouse | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Sign in the Client Log Book in the Public Assistance Desk (PAD) | Give the Client Log Book to the client | None | 3 Minutes | PAD Officer |
| 2. Submit complete and correct requirements | Receive and records the application | None | 5 Minutes | Records Officer (Records Section) |
| 3. | Route the application documents to ES II-in-charge | None | 1 Hour | RD or CEPS |
| 4. | Conduct initial evaluation of documents | None | 3 Hours | ES II in charge of IET |
| 5. | If documents are found incomplete and not compliant, draft letter of disapproval detailing noted deficiencies, to be reviewed by the CEPS and to be approved by the RD | None | 1 Hour | ES II in charge, CEPS and RD |

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| 6. Receive letter of disapproval | Release the letter of disapproval to the HEI | None | 30 Minutes | Records Officer (Records Section) |
| 7. | <p>If documents are complete and compliant, draft the following documents, to be reviewed by the CEPS and to be approved by the RD:</p> <ul style="list-style-type: none"> • Letter to HEI approving the IET • List of departing students with required details such as, roundtrip flight information, parent's/guardian's/spouse's written consent and list of supporting documents for endorsement to the Bureau of Immigration (copy furnish OSDS, DFA and HEI) | None | 1 Hour | ES II in charge, CEPS and RD |
| 8. Receive the endorsement letter to BI | Release the aforesaid documents to BI, OSDS, DFA and HEI | None | 30 Minutes | Records Officer (Records Section) |

5. Evaluating Compliance Report for Local Off Campus Activities

The evaluation of compliance report for local off campus activities involves the assessment of documentary requirements submitted by the higher education institution (HEI), except HEIs awarded with Autonomous, Deregulated, Centers of Excellence, Centers of Development, or Level II accredited programs and SUCs with at least level III,

vis-à-vis CMO No. 63, s. 2017. Local off campus activities are conducted by HEIs to supplement and facilitate a more meaningful learning experience for students in addition to the regular classroom instructional programs that are in accordance with the specific degree program requirements. These also include non-curricular activities.

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|--|--|---------------------------------|------------------------|-----------------------------------|
| Office or Division: | Technical Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2G – Government to Government Agency G2B – Government to Business Entity | | | |
| Who may avail: | Public and Private Higher Education Institutions (HEIs) | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Letter of request to conduct local off campus activity | | HEI applicant | | |
| Duly notarized Certificate of Compliance | | HEI applicant and notary public | | |
| Report of compliance | | HEI applicant | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Sign in the Client Log Book in the Public Assistance Desk (PAD) | Give the Client Log Book to the client | None | 3 Minutes | PAD Officer |
| 2. Submit complete and correct requirements | Receive and records the application | None | 5 Minutes | Records Officer (Records Section) |
| 3. | Route the application documents to ES II-in-charge | None | 1 Hour | RD or CEPS |
| 4. | Conduct initial evaluation of documents | None | 1 Hour | ES II in charge |
| 5. | If documents are found incomplete and not compliant, draft letter of deficiency, to be reviewed by the CEPS and to be approved by the RD | None | 1 Hour | ES II in charge, CEPS and RD |
| 6. Receive letter of deficiency | Release the letter of deficiency to the HEI | None | 30 Minutes | Records Officer (Records Section) |
| 7. Submit compliance documents | Receive and records the | None | 5 Minutes | Records Officer (Records Section) |

| | | | | |
|---|---|------|-----------|-----------------------------------|
| | compliance documents | | | |
| 8. | Route the compliance documents to ES II-in-charge | None | 1 Hour | RD or CEPS |
| 9. | Evaluate the compliance documents | None | 1 Hour | ES II in charge |
| 10. | If documents are complete and compliant, draft letter to HEI acknowledging the conduct of the local off campus activity, to be reviewed by the CEPS and to be approved by the RD. | None | 1 Hour | ES II in charge, CEPS and RD |
| 11. Receive the letter acknowledging the conduct of the local off campus activity | Release the letter acknowledging the conduct of the local off campus activity | None | 5 Minutes | Records Officer (Records Section) |

6. Evaluating Requirements for CHED Endorsement to SEC of Articles of Incorporation and By-Laws of New Private Higher Education Institutions (PHEIs)

Any group of persons desiring to open or establish a higher education institution (HEI) must first secure the permission of the Commission. This process involves issuance of favorable recommendation for the registration of the institution with the Securities and Exchange Commission (SEC) upon substantial compliance of requirements.

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|---------------------------------------|---|------------------------|------------------------|---------------------------|
| Office or Division: | Technical Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2B – Government to Business Entity | | | |
| Who may avail: | New Private Higher Education Institutions (PHEIs) | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Request for endorsement | | HEI applicant | | |
| Articles of Incorporation and By-Laws | | HEI applicant | | |
| Secretary's Certificate | | HEI applicant | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Sign in the Client Log Book in the | Give the Client Log Book to the client | None | 3 Minutes | PAD Officer |

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| Public Assistance Desk (PAD) | | | | |
| 2. Submit complete and correct requirements | Receive and records the request for endorsement | None | 5 Minutes | Records Officer (Records Section) |
| 3. | Route the request for endorsement to ES II-in-charge | None | 1 Hour | RD or CEPS |
| 4. | Conduct initial evaluation of documents | None | 1 Hour | ES II in charge |
| 5. | If documents are found incomplete and not compliant, draft a letter detailing noted deficiencies, to be reviewed by the CEPS and to be approved by the RD | None | 1 Hour | ES II in charge, CEPS and RD |
| 6. Receive letter of deficiency | Release the letter of deficiency to the HEI | None | 30 Minutes | Records Officer (Records Section) |
| 7. Submit compliance documents | Receive and records the compliance documents | None | 5 Minutes | Records Officer (Records Section) |
| 8. | Route the compliance documents to ES II-in-charge | None | 1 Hour | RD or CEPS |
| 9. | Evaluate the compliance documents | None | 1 Hour | ES II in charge |
| 10. | If documents are complete and compliant, draft a letter endorsing the request to Legislative and Legal Service (LLS), to be reviewed by the CEPS and to be approved by the RD. | None | 1 Hour | ES II in charge, CEPS and RD |
| 11. Receive a copy of the letter endorsing the request to | Release the letter endorsing the request to | None | 5 Minutes | Records Officer (Records Section) |

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| Legislative and Legal Service (LLS) | Legislative and Legal Service (LLS), and copy furnish the HEI | | | |
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7. Recording and Handling of Incoming Documents

Receiving, Recording and Handling of Incoming Documents

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|--|---------------------------------------|---|--|--|
| Office or Division: | Records Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Client | | | |
| Who may avail: | All HEIs, NGAs and other Stakeholders | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Request for Endorsement | | | | |
| 1.1 Endorsement for PD 907 | | | | |
| a. 2 Original Copies of Accomplished PD 907 Form | | School Registrar | | |
| 1.2 SEC Endorsement (Per CMO No. 40 Series of 2008) | | | | |
| a. Letter Request | | Concerned HEIs | | |
| b. Articles of Incorporation | | Concerned HEIs | | |
| c. Secretary's Certification | | Concerned HEIs | | |
| 1.3 Request for Endorsement to hold an Activity (Per CMO No. 22 Series of 2003) | | | | |
| a. Letter Request | | Concerned Recognized Organizations/Associations | | |
| b. Copy of the Registration Certificate | | Securities and Exchange Commission (SEC) | | |
| c. List of Speakers/Resource Person together with their Educational Qualifications | | Concerned Recognized Organizations/Associations | | |
| d. Program Activities | | Concerned Recognized Organizations/Associations | | |
| e. Syllabi of the Topics to be discussed | | Concerned Recognized Organizations/Associations | | |
| f. Registration Fee, Venue and Time Duration of the Proposed Activity | | Concerned Recognized Organizations/Associations | | |
| 2. Summary of Enrolment and Enrolment List | | HEIs | | |
| 3. Special Order (SO) (Per CMO No. 40 Series of 2008) | | | | |
| 3.1 Application | | | | |

| | |
|--|---------------------------------------|
| a. Notarized SO Application (Three Original Copies) | HEIs |
| b. Form 9 | HEIs |
| c. Other requirements, if needed | HEIs/Students |
| 3.2 Cancellation/Correction | |
| a. Letter Request stating the reason | HEIs/Students |
| 4. Request for Inclusion of Names/Subjects in the Enrolment List | |
| a. Notarized Letter Request noted by the HEI Head | HEIs |
| b. Duly certified by the Registrar, Certificate of Registration for the Semester being requested | HEIs |
| c. Duly certified by the Registrar, Official Receipt of Payment for the Semester being requested | HEIs |
| 5. Request for Correction of Name | |
| a. Letter Request | HEIs/Concerned Student |
| b. Personal Affidavit | Concerned Student |
| c. PSA Issued Birth Certificate | Philippine Statistics Authority (PSA) |
| 6. Request for Data | |
| a. Letter Request indicating the purpose | HEIs, Students or Other Agencies |
| 7. Application for Government Permit (GP) per GPR-A, Government Recognition (GR) per GPR-B, Certificate of Program Compliance (COPC) per GPR-A SUCs and Certificate of Registration (COR) | HEIs |
| 7.1 Initial Permit – Private HEIs | |
| a. Board Resolution on the operation of the new courses certified by the Corporate Secretary | Private HEIs |
| b. Feasibility study for the next five (5) years indicating the need and relevance of the course to the development of the community and the resources and capabilities of the corporation / school to achieve / implement the objective of developing the community | Private HEIs |
| c. Articles of Incorporation and By-laws (to include | Private HEIs |

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| Amendments, Purposes, etc.) | |
| - Duly registered with the Securities and Exchange Commission | |
| - In the name of the school | |
| - In the area of operation | |
| - Stock or Non-Stock | |
| d. Copy(ies) of the Transfer Certificate(s) of Title (TCT) of the school site | Private HEIs |
| - 25-year lease of contract (certified photocopy) | |
| - In the name of the school | |
| - Adequate area stated (indicate total land area in sq. meters) | |
| e. Statement on the location of the school in relation to recreational places of questionable character and gambling establishments, bowling alleys, movie houses, markets, garbage dumps, funeral parlors, cemeteries, heavy traffic highways, jails, railroads yards, dancing halls and manufacturing and industrial establishments, and the like (Must be free from noise, unpleasant odor and dust, should be sufficiently far from the above places) | Local Government Unit (LGU) |
| f. Institutional Development and Campus Landscaping plans | Private HEIs |
| - Blueprint of Campus Development/Landscaping Plans | |
| - With vertical and lateral expansion potentials | |
| g. Certificate of occupancy of the school building(s) from the proper city/municipal authorities <i>in the name of the owner/lessor</i> | LGU |
| h. Updated pictures of the school site and building(s), | Private HEIs |

| | |
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| classroom, laboratories, libraries, medical and dental health facilities, canteens, sports and recreational areas, etc. | |
| i. Copy of the latest financial statement for the existing programs certified by an independent Certified Public Accountant (for existing schools only) | Private HEIs |
| j. Proposed budget/annual expenditures per program for the five (5) succeeding school years approved by the Board of Trustees/Directors | Private HEIs |
| k. Proposed curriculum. The curriculum should conform with CHED Policies and Standards and the syllabi should include the number of hours, course/subject descriptions, etc. | Private HEIs |
| l. Proposed schedule of tuition and other authorized school fees per program | Private HEIs |
| m. Employees' Social Benefits | SSS, HDMF, PhilHealth and PERAA etc. |
| - SSS with Latest O.R. No. | |
| - HDMF with Latest O.R. No. | |
| - Retirement Membership with Latest O.R. No. | |
| - Others with Latest O.R. No. | |
| n. Matrix list of school administrators, i. e., President, Vice-President (s), Deans, Department Heads, etc. | Private HEIs and School Administrators |
| - Educational qualifications, where and when obtained | |
| - Position/designation | |
| - Status of Employment | |
| - Rate of salary per month | |
| - Other Employment benefits in accordance with prescribed standards | |
| - Relevant Experience/s | |
| i. Transcript of Records | |
| ii. Copy of License or Eligibility | |

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| iii. | Notarized contract of Employment/Appointme nt with conforme of appointee | |
| o. | Matrix list of Academic Non-Teaching personnel including (Registrar, Librarian, Guidance Counselor, Researcher) | Private HEIs and Non-Teaching Personnel |
| - | Educational qualifications, where and when obtained | |
| - | Field/s of specialization | |
| - | Status of Employment | |
| - | Rate of salary per hour / month | |
| - | Other Employment benefits | |
| - | Relevant Experience/s | |
| i. | Transcript of Records | |
| ii. | Copy of License or Eligibility | |
| iii. | Notarized contract of Employment/Appointme nt with conforme of appointee | |
| p. | Matrix list of Teaching / Academic staff | Private HEIs and Teaching/Academic Staff |
| - | Educational qualifications, where and when obtained | |
| - | Field/s of specialization (per program basis) | |
| - | Subject assignments/loads | |
| - | Status of Employment | |
| - | Number of teaching / contact hours per week | |
| - | Rate of salary per hour / month | |
| - | Other Employment benefits | |
| - | Relevant Experience/s | |
| i. | Transcript of Records | |
| ii. | Copy of License or Eligibility | |
| iii. | Notarized contract of Employment/Appointme nt with conforme of appointee | |
| iv. | Faculty Development Plan | |
| q. | Matrix list of Non-Academic Personnel including: | Private HEIs and Non-Academic Personnel |

| | |
|---|-----------------|
| - Educational qualifications, where and when obtained | |
| - Position/designation | |
| - Status of Employment | |
| - Rate of salary per month /day | |
| - Other employment benefits | |
| - Relevant Experience/s | |
| i. Transcript of Records | |
| ii. Copy of License or Eligibility | |
| iii. Notarized contract of Employment/Appointme nt with conforme of appointee | |
| r. Matrix list of laboratory facilities, equipment, furniture, supplies and materials classified by area | Private HEIs |
| s. Matrix list of library holdings, classified into Cultural, Filipiniana and Professional (professional books are limited to the course applied for) | Private HEIs |
| i. Five (5) titles per professional subject- with 10 book copies per title | |
| ii. Five (5) year Library Development Plan | |
| iii. Internet Access/CD-ROM | |
| t. Matrix list of athletic facilities, equipment, supplies and materials | Private HEIs |
| u. Photocopy of Official Receipt of the Application Fee paid in the amount of Eight Thousand Pesos Only (P8,000.00) per program and inspection fee in the amount of Fifteen Thousand Pesos Only (P15,000.00) per program. | CHED Region III |
| v. Photocopy of Official Receipt of the School bond with CHEDRO-III (for new schools) in the amount of | CHED Region III |

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| One Hundred Thousand Pesos Only (P100,000.00) | |
| 7.2 Renewal Permit – Private HEIs | |
| a. Updated pictures of the school site and building(s), classroom, laboratories, libraries, medical and dental health facilities, canteens, sports and recreational areas, etc. | Private HEIs |
| b. Copy of the latest financial statement for the existing programs certified by an independent Certified Public Accountant (for existing schools only) | Private HEIs |
| c. Proposed budget/annual expenditures per program for the five (5) succeeding school years approved by the Board of Trustees/Directors | Private HEIs |
| d. Contents noted curriculum / Syllabi that should include the number of hours, course/subject descriptions, etc. | Private HEIs |
| e. Contents noted schedule of tuition and other authorized school fees | CHED Region III |
| f. Matrix list of school administrators, i. e., President, Vice-President (s), Deans, Department Heads, etc, including: | Private HEIs |
| - Educational qualifications, where and when obtained | |
| - Position/designation | |
| - Status of Employment | |
| - Rate of salary per month | |
| - Other Employment benefits in accordance with prescribed standards | |
| - Relevant Experience/s | |
| i. Transcript of Records | |
| ii. Copy of License or Eligibility | |
| iii. Notarized contract of Employment/Appointme | |

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| nt with conforme of appointee | |
| g. Matrix list of Academic Non-Teaching personnel including (Registrar, Librarian, Guidance Counselor, Researcher) | Private HEIs and Non-Teaching Personnel |
| - Educational qualifications, where and when obtained | |
| - Field/s of specialization | |
| - Status of Employment | |
| - Rate of salary per month | |
| - Other Employment benefits | |
| - Relevant Experience/s | |
| i. Transcript of Records | |
| ii. Copy of License or Eligibility | |
| iii. Notarized contract of Employment/Appointme nt with conforme of appointee | |
| h. Matrix list of Teaching / Academic staff | Private HEIs and Teaching/Academic Staff |
| - Educational qualifications, where and when obtained | |
| - Field/s of specialization (per program basis) | |
| - Subject assignments/loads | |
| - Status of Employment | |
| - Number of teaching / contact hours per week | |
| - Rate of salary per hour / month | |
| - Other Employment benefits | |
| - Relevant Experience/s | |
| i. Transcript of Records | |
| ii. Copy of License or Eligibility | |
| iii. Notarized contract of Employment/Appointme nt / Notarized Intent of Employment with conforme of appointee | |
| iv. Faculty Development Plan | |
| i. Matrix list of Non-Academic Personnel including: | Private HEIs and Non-Academic Personnel |
| - Educational qualifications, where and when obtained | |
| - Position/designation | |

| | |
|---|--|
| - Status of Employment | |
| - Rate of salary per month /day | |
| - Other employment benefits | |
| - Relevant Experience/s | |
| i. Transcript of Records | |
| ii. Copy of License or Eligibility | |
| iii. Notarized contract of Employment/Appointme nt with conforme of appointee | |
| j. Employees' Social Benefits | SSS, HDMF, PhilHealth and PERAA etc. |
| - SSS with Latest O.R. No. | |
| - HDMF with Latest O.R. No. | |
| - Retirement Membership with Latest O.R. No. | |
| - Others with Latest O.R. No. | |
| k. Matrix list of laboratory facilities, equipment, furniture, supplies and materials classified by area | Private HEIs |
| l. Matrix list of library holdings, classified into Cultural, Filipiniana and Professional (professional books are limited to the course applied for) | Private HEIs |
| - Five (5) titles per professional subject-with 10 book copies per title | |
| - Five (5) year Library Development Plan | |
| - Internet Access/CD-ROM | |
| m. Matrix list of athletic facilities, equipment, supplies and materials | Private HEIs |
| 7.3 Certificate of Program Compliance (COPC) for SUCs | |
| a. Board Resolution on the operation of the new courses certified by the Board Secretary | State Universities and Colleges (SUCs) |
| b. Feasibility study for the next five (5) years indicating the need and relevance of the course to the development of the community and the resources and capabilities of the corporation / school | SUCs |

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| to achieve / implement the objective of developing the community | |
| c. Copy(ies) of the Transfer Certificate(s) of Title (TCT) of the school site | SUCs |
| - 25-year lease of contract (certified photocopy) | |
| - In the name of the school | |
| - Adequate area stated (indicate total land area in sq. meters) | |
| d. Statement on the location of the school in relation to recreational places of questionable character and gambling establishments, bowling alleys, movie houses, markets, garbage dumps, funeral parlors, cemeteries, heavy traffic highways, jails, railroads yards, dancing halls and manufacturing and industrial establishments, and the like (Must be free from noise, unpleasant odor and dust, should be sufficiently far from the above places) | Local Government Unit (LGU) |
| e. Institutional Development and Campus Landscaping plans | SUCs |
| - Blueprint of Campus Development/Landscaping Plans | |
| - With vertical and lateral expansion potentials | |
| f. Certificate of occupancy of the school building(s) from the proper city/municipal authorities <i>in the name of the owner/lessor</i> | LGU |
| g. Updated pictures of the school site and building(s), classroom, laboratories, libraries, medical and dental health facilities, canteens, sports and recreational areas, etc. | SUCs |

| | |
|--|---------------------------------|
| h. Proposed budget/annual expenditures per program for the five (5) succeeding school years approved by the Board of Trustees/Directors | SUCs |
| i. Proposed curriculum. The curriculum should conform with CHED Policies and Standards and the syllabi should include the number of hours, course/subject descriptions, etc. | SUCs |
| j. Proposed schedule of tuition and other authorized school fees per program | SUCs |
| k. Matrix list of school administrators, i. e., President, Vice-President (s), Deans, Department Heads, etc, including: | SUCs and School Administrators |
| - Educational qualifications, where and when obtained | |
| - Position/designation | |
| - Status of Employment | |
| - Rate of salary per month | |
| - Other Employment benefits in accordance with prescribed standards | |
| - Relevant Experience/s | |
| i. Transcript of Records | |
| ii. Copy of License or Eligibility | |
| iii. Notarized contract of Employment/Appointme nt with conforme of appointee | |
| l. Matrix list of Academic Non-Teaching personnel including (Registrar, Librarian, Guidance Counselor, Researcher) | SUCs and Non-Teaching Personnel |
| - Educational qualifications, where and when obtained | |
| - Field/s of specialization | |
| - Status of Employment | |
| - Rate of salary per hour / month | |
| - Other Employment benefits | |
| - Relevant Experience/s | |

| | |
|--|----------------------------------|
| i. Transcript of Records | |
| ii. Copy of License or Eligibility | |
| iii. Notarized contract of Employment/Appointme nt with conforme of appointee | |
| m. Matrix list of Teaching / Academic staff | SUCs and Teaching/Academic Staff |
| - Educational qualifications, where and when obtained | |
| - Field/s of specialization (per program basis) | |
| - Subject assignments/loads | |
| - Status of Employment | |
| - Number of teaching / contact hours per week | |
| - Rate of salary per hour / month | |
| - Other Employment benefits | |
| - Relevant Experience/s | |
| i. Transcript of Records | |
| ii. Copy of License or Eligibility | |
| iii. Notarized contract of Employment/Appointme nt with conforme of appointee | |
| iv. Faculty Development Plan | |
| n. Matrix list of Non-Academic Personnel including: | SUCs and Non-Academic Personnel |
| - Educational qualifications, where and when obtained | |
| - Position/designation | |
| - Status of Employment | |
| - Rate of salary per month /day | |
| - Other employment benefits | |
| - Relevant Experience/s | |
| i. Transcript of Records | |
| ii. Copy of License or Eligibility | |
| iii. Notarized contract of Employment/Appointme nt with conforme of appointee | |
| o. Matrix list of laboratory facilities, equipment, | SUCs |

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| furniture, supplies and materials classified by area | |
| p. Matrix list of library holdings, classified into Cultural, Filipiniana and Professional (professional books are limited to the course applied for) | SUCs |
| - Five (5) titles per professional subject-with 10 book copies per title | |
| - Five (5) year Library Development Plan | |
| - Internet Access/CD-ROM | |
| q. Matrix list of athletic facilities, equipment, supplies and materials | SUCs |
| r. Photocopy of Official Receipt of the Application fee in the amount of Eight Thousand Pesos Only (P8,000.00) per program and per year level. | CHED Region III |
| s. Photocopy of Official Receipt of the Inspection fee in the amount of Fifteen Thousand Pesos Only (P15,000.00) per program | CHED Region III |
| 8. Request for Academic Verification | |
| a. Letter Request | Concerned Office |
| b. Waiver from the Subject | Data Subject |
| c. Copies of School Credentials | Data Subject |
| 9. School Calendar | |
| a. Letter Request | HEIs |
| b. School Calendar | HEIs |
| 10. Request for Curriculum Revision | |
| a. Letter Request | HEIs |
| b. New Curriculum | HEIs |
| 11. Application for Additional Major | |
| a. Curriculum | HEIs |
| b. Matrix of Faculty Members | HEIs |
| c. List of Library Holdings | HEIs |
| d. List of Laboratories (if any) | HEIs |
| 12. Application for Tuition Fee Increase (refer to CMO No. 3 and 8 Series of 2012) | HEIs |
| 13. Request for NSTP Serial Numbers (per CMO No. 27 Series of 2015) | |
| a. Letter Request | HEIs |

| b. Summary Number of Enrolment and Graduates of NSTP | HEIs | | | |
|---|---|-----------------|-------------------------------|--------------------------|
| c. List of NSTP Graduates for Serial Number | HEIs | | | |
| 14. StuFAPs Claims (per CMO No. 8 Series of 2019 and CHED-DBM JMC 2019-004) | HEIs and Landbank of the Philippines | | | |
| 15. Other Similar Requests | | | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| For all transactions except StuFAPs | | | | |
| 1. Client presents the required documents. | Receives, checks and records the completed documents and forwards to Office of the Director for appropriate action. | None | 5 minutes per request | <i>Records Personnel</i> |
| For StuFAPs | | | | |
| 1. Submits the required documents. | Receives and checks the completeness of the documents. | None | 3 minutes per student/grantee | <i>StuFAPs Personnel</i> |

8.1 . Processing of Application for Increase in Tuition and Other School Fees (TOSF) for Private Higher Education Institutions (PHEIs)

This procedure involves the processing of application for increase in tuition and other school fees (TOSF) including the introduction of new fees in private higher education institutions (PHEIs).

| Office or Division: | Technical Division |
|---|---|
| Classification: | Highly Technical |
| Type of Transaction: | G2B – Government to Business Entity |
| Who may avail: | Private Higher Education Institutions (PHEIs) |
| CHECKLIST OF REQUIREMENTS | WHERE TO SECURE |
| Letter of notification to increase TOSF, duly acknowledged by CHED RO 3 | CHED RO 3 – Technical Division |
| Certificate of Intended Compliance | Private HEI applicant |
| Certificate of Compliance | Private HEI applicant |
| Comparative schedule of TOSF for the current academic year and the proposed increases for the ensuing academic year, with the differences expressed in both peso and percentage terms | Private HEI applicant |

| A certification that shall include information on the conduct and results of such consultation, including objections raised by the student government/councils, the faculty association, and/or parties to the consultation | | Private HEI applicant | | |
|---|--|---|------------------------|-----------------------------------|
| Minutes of the meeting of consultation conducted | | Private HEI applicant | | |
| Attendance sheet of consultation conducted | | Private HEI applicant | | |
| List of officers of the student council/government and/or in their absence, the duly recognized student organization/societies with their corresponding officers | | Student Council/Government Student Organizations/Societies | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Sign in the Client Log Book in the Public Assistance Desk (PAD) | Give the Client Log Book to the client | None | 3 Minutes | PAD Officer |
| 2. Submit complete and correct requirements | Receive and records the application for increase in TOSF | None | 5 Minutes | Records Officer (Records Section) |
| 3. | Route the application for increase in TOSF to ES II-in-charge | None | 1 Hour | RD or CEPS |
| 4. | Conduct initial evaluation of documents | None | 3 Hours | ES II in charge |
| 5. | If documents are found incomplete and not compliant, draft a letter detailing noted deficiencies, to be reviewed by the CEPS and to be approved by the RD. | None | 1 Hour | ES II in charge, CEPS and RD |
| 6. Receive letter of deficiency | Release the letter of deficiency to the HEI | None | 30 Minutes | Records Officer (Records Section) |
| 7. Submit compliance documents | Receive and records the compliance documents | None | 5 Minutes | Records Officer (Records Section) |

| | | | | |
|---|---|------|------------|-----------------------------------|
| 8. | Route the compliance documents to ES II-in-charge | None | 1 Hour | RD or CEPS |
| 9. | Evaluate the compliance documents | None | 3 Hours | ES II in charge |
| 10. | If documents are complete and compliant, draft a letter acknowledging and stamping "contents noted" the TOSF of the HEI, to be reviewed by the CEPS and to be contents noted by the RD. | None | 1 Hour | ES II in charge, CEPS and RD |
| 11. Receive a copy of the acknowledgment letter and the contents noted TOSF | Release the acknowledgment letter and the contents noted TOSF | None | 30 Minutes | Records Officer (Records Section) |

8.2. Processing of Application for Increase in Tuition and Other School Fees (TOSF) for State Universities and Colleges (SUCs) and Local Universities and Colleges (LUCs)

This procedure involves the processing of application for increase in tuition and other school fees (TOSF) including the introduction of new fees in public higher education institutions (SUCs and LUCs).

| | | |
|---|--------------------------------|------------------------|
| Office or Division: | Technical Division | |
| Classification: | Highly Technical | |
| Type of Transaction: | G2B – Government to Government | |
| Who may avail: | SUCs and LUCs | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| Letter request to increase TOSF | | SUC/LUC |
| Certification indicating that consultations with the involved sectors were conducted | | SUC/LUC |
| Comparative schedule of TOSF for the current academic year and the proposed increases for the ensuing academic year, with the differences expressed in both peso and percentage terms | | SUC/LUC |

| Board Resolution approving the increase in TOSF | | SUC/LUC | | |
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| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Sign in the Client Log Book in the Public Assistance Desk (PAD) | Give the Client Log Book to the client | None | 3 Minutes | PAD Officer |
| 2. Submit complete and correct requirements | Receive and records the application for increase in TOSF | None | 5 Minutes | Records Officer (Records Section) |
| 3. | Route the application for increase in TOSF to ES II-in-charge | None | 1 Hour | RD or CEPS |
| 4. | Conduct initial evaluation of documents | None | 3 Hours | ES II in charge |
| 5. | If documents are found incomplete and not compliant, draft a letter detailing noted deficiencies, to be reviewed by the CEPS and to be approved by the RD. | None | 1 Hour | ES II in charge, CEPS and RD |
| 6. Receive letter of deficiency | Release the letter of deficiency to the HEI | None | 30 Minutes | Records Officer (Records Section) |
| 7. Submit compliance documents | Receive and records the compliance documents | None | 5 Minutes | Records Officer (Records Section) |
| 8. | Route the compliance documents to ES II-in-charge | None | 1 Hour | RD or CEPS |
| 9. | Evaluate the compliance documents | None | 3 Hours | ES II in charge |
| 10. | If documents are complete and compliant, draft a letter acknowledging and stamping "contents noted" the TOSF of | None | 1 Hour | ES II in charge, CEPS and RD |

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| | the SUC/LUC, to be reviewed by the CEPS and to be contents noted by the RD. | | | |
| 11. Receive a copy of the acknowledgment letter and the contents noted TOSF | Release the acknowledgment letter and the contents noted TOSF | None | 5 Minutes | Records Officer (Records Section) |

9.1. Processing of Application for Initial Permit (GP) for Undergraduate Programs

This procedure involves the processing of application for initial permit (GP) for undergraduate programs of private higher education institutions (PHEIs). The grant of authority to operate an undergraduate degree program begins with the permit phase, wherein a duly established private HEI desiring to open such shall file an application or petition under oath for a permit.

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| Office or Division: | Technical Division | |
| Classification: | Complex to Highly Technical | |
| Type of Transaction: | G2B – Government to Business Entity | |
| Who may avail: | Private Higher Education Institutions (PHEIs) | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| Board Resolution on the operation of the new courses certified by the Corporate Secretary | | Private HEI applicant |
| Feasibility study for the next five (5) years indicating the need and relevance of the course to the development of the community and the resources and capabilities of the corporation / school to achieve / implement the objective of developing the community | | Private HEI applicant |
| Articles of Incorporation and By-laws | | Securities and Exchange Commission (SEC) |
| Copy(ies) of the Transfer Certificate(s) of Title (TCT) of the school site | | Private HEI applicant |
| Statement on the location of the school in relation to recreational places of | | Local Government Unit (LGU) where the private HEI is located |

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| questionable character and gambling establishments, bowling alleys, movie houses, markets, garbage dumps, funeral parlors, cemeteries, heavy traffic highways, jails, railroads yards, dancing halls and manufacturing and industrial establishments, and the like | |
| Institutional Development and Campus Landscaping plans | Private HEI applicant |
| Certificate of occupancy of the school building(s) from the proper city/municipal authorities in the name of the owner/lessor | Local Government Unit (LGU) where the private HEI is located |
| Updated pictures of the school site and building(s), classroom, laboratories, libraries, medical and dental health facilities, canteens, sports and recreational areas, etc. | Private HEI applicant |
| Copy of the latest financial statement for the existing programs certified by an independent Certified Public Accountant | Private HEI applicant |
| Proposed budget/annual expenditures per program for the five (5) succeeding school years approved by the Board of Trustees/Directors | Private HEI applicant |
| Proposed curriculum | Private HEI applicant |
| Proposed schedule of tuition and other authorized school fees per program | Private HEI applicant |
| Proof of payment of employees' social benefits | Private HEI applicant |
| Matrix list, credentials and notarized contracts/intent of employment of school administrators, i. e., President, Vice-President (s), Deans, Department Heads, etc. | Private HEI applicant |
| Matrix list, credentials and notarized contracts/intent of employment of Academic Non-Teaching personnel including (Registrar, Librarian, Guidance Counselor, Researcher) | Private HEI applicant |
| Matrix list, credentials and notarized contracts/intent of employment of Teaching / Academic staff including | Private HEI applicant |
| Matrix list, credentials and notarized contracts/intent of employment of Non-Academic Personnel including | Private HEI applicant |

| Matrix list of laboratory facilities, equipment, furniture, supplies and materials classified by area | | Private HEI applicant | | |
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| Matrix list of library holdings, classified into Cultural, Filipiniana and Professional | | Private HEI applicant | | |
| Matrix list of athletic facilities, equipment, supplies and materials | | Private HEI applicant | | |
| Proof of payment of Application Fees | | CHED RO 3 – Cashier's Unit | | |
| Proof of payment of School bond with CHEDRO-III (for new schools) | | CHED RO 3 – Cashier's Unit | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Documentary Submission Phase | | | | |
| 1. Sign in the Client Log Book in the Public Assistance Desk (PAD) | Give the Client Log Book to the client | None | 3 Minutes | PAD Officer |
| 2. Pay the application fee | Receive the payment for application fee and issue an official receipt | P8,000 per program per year level | 15 Minutes | Cashier |
| 3. Submit the application folder with complete requirements, including the official receipt of the paid application fee | Receive and record the application folder | None | 5 Minutes | Records Officer (Records Section) |
| 4. | Forward the application folder to the Office of the Regional Director for proper routing | None | 1 Hour | Records Officer (Records Section) |
| 5. | Receive and forward the application folder to the Education Supervisor II-in-charge, for acknowledgement/ documentary analysis | None | 1 Hour | Regional Director |
| 6. | Draft a letter acknowledging receipt of the application folder, to be reviewed by the CEPS and | None | 1 Hour | Education Supervisor II in charge, CEPS and RD |

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| | approved by the RD | | | |
| 7. Acknowledge the letter of acknowledgment | Release the letter of acknowledgment | None | 30 Minutes | Records Officer (Records Section) |
| 8. | Review completeness and compliance of documents submitted by the applicant | None | 3 Hours | Education Supervisor II in charge |
| 9. | If documents are incomplete and not compliant with the requirements prescribed, draft a deficiency letter to be reviewed by the CEPS and to be approved by the RD | None | 2 Hours | Education Supervisor II in charge, CEPS and RD |
| 10. Acknowledge the deficiency letter | Release the deficiency letter | None | 30 Minutes | Records Officer (Records Section) |
| 11. Submit compliance documents | Receive the compliance documents | None | 5 Minutes | Records Officer (Records Section) |
| 12. | Forward the compliance documents to the Office of the Regional Director for proper routing | None | 1 Hour | Records Officer (Records Section) |
| 13. | Receive and forward compliance documents to the Education Supervisor II-in-charge for evaluation | None | 1 Hour | Regional Director |
| 14. | Review completeness and compliance of documents submitted by the applicant | None | 3 Hours | Education Supervisor II in charge |
| 15. | If documents are still found incomplete and not compliant, draft another deficiency | None | 1 Hour | Education Supervisor II in charge |

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| | letter, to be reviewed by the CEPS and to be approved by the RD | | | |
| 16. Acknowledge the deficiency letter | Release the deficiency letter | None | 30 Minutes | Records Officer (Records Section) |
| 17. Submit compliance documents | Receive the compliance documents | None | 5 Minutes | Records Officer (Records Section) |
| 18. | Forward the compliance documents to the Office of the Regional Director for proper routing | None | 1 Hour | Records Officer (Records Section) |
| 19. | Receive and forward compliance documents to the Education Supervisor II-in-charge for evaluation | None | 1 Hour | Regional Director |
| 20. | Review completeness and compliance of documents submitted by the applicant | None | 3 Hours | Education Supervisor II in charge |
| 21. | If documents are still found incomplete and not compliant, draft a letter disapproving the application, to be reviewed by the CEPS and to be approved by the RD | None | 1 Hour | Education Supervisor II in charge, CEPS and RD |
| 22. Acknowledge the disapproval letter | Release the disapproval letter to the HEI applicant | None | 30 Minutes | Records Officer (Records Section) |
| 23. Submit a letter of appeal requesting for reconsideration | Receive the letter of appeal | None | 5 Minutes | Records Officer (Records Section) |
| 24. | Forward the letter of appeal to the Office of the Regional Director for proper routing | None | 1 Hour | Records Officer (Records Section) |

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| 25. | Receive and forward letter of appeal to the Education Supervisor II-in-charge for evaluation | None | 1 Hour | Regional Director |
| 26. | Draft a letter setting a deadline to comply with the requirements, to be reviewed by the CEPS and to be approved by the RD | None | 1 Hour | Education Supervisor II in charge, CEPS and RD |
| 27. Acknowledge the letter setting a deadline to comply with the requirements | Release the letter to the HEI applicant | None | 30 Minutes | Records Officer (Records Section) |
| 28. Submit compliance documents | Receive the compliance documents | None | 5 Minutes | Records Officer (Records Section) |
| 29. | Forward the compliance documents to the Office of the Regional Director for proper routing | None | 1 Hour | Records Officer (Records Section) |
| 30. | Receive and forward compliance documents to the Education Supervisor II-in-charge for evaluation | None | 1 Hour | Regional Director |
| 31. | Review completeness and compliance of documents submitted by the applicant | None | 3 Hours | Education Supervisor II in charge |
| 32. | If documents are still incomplete and not compliant within the set deadline, draft a final disapproval letter, to be reviewed by the | None | 1 Hour | Education Supervisor II in charge |

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| | CEPS and to be approved by the RD | | | |
| 33. Acknowledge the final disapproval letter | Release the final disapproval letter to the HEI applicant | None | 30 Minutes | Records Officer (Records Section) |
| Regional Quality Assessment Team (RQAT) Phase | | | | |
| 34. | If documents are complete and compliant, identify Regional Quality Assessment Team (RQAT) to be involved in the inspection and conduct initial coordination to determine availability of RQAT to set schedule of HEI inspection | None | 2 Days | Education Supervisor II in charge |
| 35. | Upon confirmation and finalization of schedule with RQAT, draft a letter formally informing RQAT of the visit, and another letter notifying the HEI of the RQAT visit, to be reviewed by the CEPS and to be approved by the RD | None | 1 Hour | Education Supervisor II in charge, CEPS and RD |
| 36. Acknowledge the letter regarding the RQAT visit | Release the letter notifying the HEI of the RQAT visit | None | 30 Minutes | Records Officer (Records Section) |
| 37. Pay inspection fee | Receive inspection fee and issue official receipt to the HEI applicant | P15,000 per program | 15 Minutes | Cashier |
| 38. Submit a photocopy of the official receipt | Receive the photocopy of the official receipt | None | 5 Minutes | Education Supervisor II-in-charge |
| 39. | Conduct ocular inspection using appropriate evaluation form of | None | 1 Day | Regional Quality Assessment Team (RQAT) |

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| | particular program applied for | | | |
| 40. | Prepare and submit evaluation report to ES II-in-charge | None | 1 Day | Regional Quality Assessment Team (RQAT) |
| Decision Phase | | | | |
| 41. | Draft a transmittal letter forwarding the RQAT evaluation report to the HEI applicant, to be reviewed by the CEPS and to be approved by the RD | | 1 Hour | Education Supervisor II in charge, CEPS and RD |
| 42. Acknowledge the transmittal letter | Release the transmittal letter to the HEI applicant | None | 30 Minutes | Records Officer (Records Section) |
| 43. | If the program is compliant based on RQAT report, process the initial permit for the program applied for, to be reviewed by the CEPS and to be approved by the RD | None | 4 Hours | Education Supervisor II in charge, CEPS and RD |
| 44. Acknowledge the Initial Permit Certificate | Release the Initial Permit Certificate to the HEI | None | 30 Minutes | Records Officer (Records Section) |
| 45. Pay school bond fee (for new HEIs) | Receive school bond fee payment and issue official receipt | P100,000 | 15 Minutes | Cashier |
| 46. Submit photocopy of the official receipt | Receive the photocopy of the official receipt of the school bond fee payment | None | 5 Minutes | Education Supervisor II-in-charge |
| 47. If the program is not compliant based on RQAT report, submit compliance report | Receive and record compliance report | None | 5 Minutes | Records Officer (Records Section) |
| 48. | Forward the compliance report to the Office of the Regional Director for proper routing | None | 1 Hour | Records Officer (Records Section) |

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| 49. | Receive and forward compliance report to the Education Supervisor II-in-charge for evaluation | None | 1 Hour | Regional Director |
| 50. | Review the compliance of the HEI applicant | None | 4 Hours | Education Supervisor II in charge |
| 51. | If the program is compliant, process the initial permit for the program applied for, to be reviewed by the CEPS and to be approved by the RD | None | 4 Hours | Education Supervisor II in charge, CEPS and RD |
| 52. Acknowledge the Initial Permit Certificate | Release the Initial Permit Certificate to the HEI | None | 30 Minutes | Records Officer (Records Section) |
| 53. Pay school bond fee (for new HEIs) | Receive school bond fee payment and issue official receipt | P100,000 | 15 Minutes | Cashier |
| 54. Submit photocopy of the official receipt | Receive the photocopy of the official receipt of the school bond fee payment | None | 5 Minutes | Education Supervisor II-in-charge |
| 55. | If the program is still not compliant, draft a letter setting a deadline to comply, to be reviewed by the CEPS and to be approved by the RD | None | 1 Hour | Education Supervisor II in charge, CEPS and RD |
| 56. Acknowledge the letter setting a deadline to comply | Release the letter to the HEI applicant | None | 30 Minutes | Records Officer (Records Section) |
| 57. Submit compliance report | Receive and record compliance report | None | 5 Minutes | Records Officer (Records Section) |
| 58. | Forward the compliance report to the Office of the Regional Director for proper routing | None | 1 Hour | Records Officer (Records Section) |

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| 59. | Receive and forward compliance report to the Education Supervisor II-in-charge for evaluation | None | 1 Hour | Regional Director |
| 60. | Review the compliance of the HEI applicant | None | 4 Hours | Education Supervisor II in charge |
| 61. | If the program is compliant, process the initial permit for the program applied for, to be reviewed by the CEPS and to be approved by the RD | None | 4 Hours | Education Supervisor II in charge, CEPS and RD |
| 62. Acknowledge the Initial Permit Certificate | Release the Initial Permit Certificate to the HEI | None | 30 Minutes | Records Officer (Records Section) |
| 63. Pay school bond fee (for new HEIs) | Receive school bond fee payment and issue official receipt | P100,000 | 15 Minutes | Cashier |
| 64. Submit photocopy of the official receipt | Receive the photocopy of the official receipt of the school bond fee payment | None | 5 Minutes | Education Supervisor II-in-charge |
| 65. | If the program is still not compliant, draft a letter of disapproval, to be reviewed by the CEPS and to be approved by the RD | None | 1 Hour | Education Supervisor II-in-charge, CEPS and RD |
| 66. Acknowledge the letter of disapproval | Release the letter to the HEI applicant | None | 30 Minutes | Records Officer (Records Section) |
| 67. Submit a letter of appeal requesting for reconsideration of application | Receive the letter of appeal | None | 5 Minutes | Records Officer (Records Section) |
| 68. | Forward the letter of appeal to the Office of the Regional Director for proper routing | None | 1 Hour | Records Officer (Records Section) |

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| 69. | Receive and forward letter of appeal to the Education Supervisor II-in-charge for evaluation | None | 1 Hour | Regional Director |
| 70. | Review the letter of appeal | None | 1 Hour | Education Supervisor II in charge |
| 71. | Draft a letter setting a deadline to comply with the requirements, to be reviewed by the CEPS and to be approved by the RD | None | 1 Hour | Education Supervisor II in charge, CEPS and RD |
| 72. Acknowledge the letter setting a deadline to comply | Release the letter to the HEI applicant | None | 30 Minutes | Records Officer (Records Section) |
| 73. Submit compliance report | Receive and record compliance report | None | 5 Minutes | Records Officer (Records Section) |
| 74. | Forward the compliance report to the Office of the Regional Director for proper routing | None | 1 Hour | Records Officer (Records Section) |
| 75. | Receive and forward compliance report to the Education Supervisor II-in-charge for evaluation | None | 1 Hour | Regional Director |
| 76. | Review the compliance of the HEI applicant | None | 4 Hours | Education Supervisor II in charge |
| 77. | If the program is compliant, process the initial permit for the program applied for, to be reviewed by the CEPS and to be approved by the RD | None | 4 Hours | Education Supervisor II in charge, CEPS and RD |
| 78. Acknowledge the Initial Permit Certificate | Release the Initial Permit Certificate to the HEI | None | 30 Minutes | Records Officer (Records Section) |

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| 79. Pay school bond fee (for new HEIs) | Receive school bond fee payment and issue official receipt | P100,000 | 15 Minutes | Cashier |
| 80. Submit photocopy of the official receipt | Receive the photocopy of the official receipt of the school bond fee payment | None | 5 Minutes | Education Supervisor II-in-charge |
| 81. | If the program is still not compliant, draft a letter of final disapproval, to be reviewed by the CEPS and to be approved by the RD | None | 1 Hour | Education Supervisor II in charge, CEPS and RD |
| 82. Acknowledge the letter of final disapproval | Release the letter of final disapproval to the HEI applicant | None | 30 Minutes | Records Officer (Records Section) |

9.2. Processing of Application for Government Recognition (GR) for Undergraduate Programs

This procedure involves the processing of application for government recognition (GR) for undergraduate programs of private higher education institutions (PHEIs). At the start of the third year of operation of the degree program under permit, the private HEI must file an application to the Commission for the recognition of the program. A Certificate of Recognition issued for a particular degree program shall authorize the private HEI to confer the students who have completed the program a certificate, title, diploma, or degree, whichever is applicable. It also entitles the graduates of recognized programs to all the benefits and privileges enjoyed by graduates of similar recognized programs in all HEIs authorized by the government.

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| Office or Division: | Technical Division |
| Classification: | Highly Technical |
| Type of Transaction: | G2B – Government to Business Entity |
| Who may avail: | Private Higher Education Institutions (PHEIs) |
| CHECKLIST OF REQUIREMENTS | |
| Updated pictures of the school site and building(s), classroom, laboratories, libraries, medical and dental health facilities, canteens, sports and recreational areas, etc. | Private HEI applicant |
| Copy of the latest financial statement for the existing programs certified by an independent Certified Public Accountant | Private HEI applicant |

| Proposed budget/annual expenditures per program for the five (5) succeeding school years approved by the Board of Trustees/Directors | Private HEI applicant | | | |
|---|---|-----------------------------------|-----------------|--------------------|
| Proposed curriculum | Private HEI applicant | | | |
| Proposed schedule of tuition and other authorized school fees per program | Private HEI applicant | | | |
| Proof of payment of employees' social benefits | Private HEI applicant | | | |
| Matrix list, credentials and notarized contracts/intent of employment of school administrators, i. e., President, Vice-President (s), Deans, Department Heads, etc. | Private HEI applicant | | | |
| Matrix list, credentials and notarized contracts/intent of employment of Academic Non-Teaching personnel including (Registrar, Librarian, Guidance Counselor, Researcher) | Private HEI applicant | | | |
| Matrix list, credentials and notarized contracts/intent of employment of Teaching / Academic staff including | Private HEI applicant | | | |
| Matrix list, credentials and notarized contracts/intent of employment of Non-Academic Personnel including | Private HEI applicant | | | |
| Matrix list of laboratory facilities, equipment, furniture, supplies and materials classified by area | Private HEI applicant | | | |
| Matrix list of library holdings, classified into Cultural, Filipiniana and Professional | Private HEI applicant | | | |
| Matrix list of athletic facilities, equipment, supplies and materials | Private HEI applicant | | | |
| Proof of payment of Application Fees | CHED RO 3 – Cashier's Unit | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Documentary Submission Phase | | | | |
| 1. Sign in the Client Log Book in the Public Assistance Desk (PAD) | Give the Client Log Book to the client | None | 3 Minutes | PAD Officer |
| 2. Pay the application fee | Receive the payment for application fee and issue an official receipt | P8,000 per program per year level | 15 Minutes | Cashier |

| | | | | |
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| 3. Submit the application folder with complete requirements, including the official receipt of the paid application fee | Receive and record the application folder | None | 5 Minutes | Records Officer (Records Section) |
| 4. | Forward the application folder to the Office of the Regional Director for proper routing | None | 1 Hour | Records Officer (Records Section) |
| 5. | Receive and forward the application folder to the Education Supervisor II-in-charge, for acknowledgement/ documentary analysis | None | 1 Hour | Regional Director |
| 6. | Draft a letter acknowledging receipt of the application folder, to be reviewed by the CEPS and approved by the RD | None | 1 Hour | Education Supervisor II in charge, CEPS and RD |
| 7. Acknowledge the letter of acknowledgment | Release the letter of acknowledgment | None | 30 Minutes | Records Officer (Records Section) |
| 8. | Review completeness and compliance of documents submitted by the applicant | None | 3 Hours | Education Supervisor II in charge |
| 9. | If documents are incomplete and not compliant with the requirements prescribed, draft a deficiency letter to be reviewed by the CEPS and to be approved by the RD | None | 2 Hours | Education Supervisor II in charge, CEPS and RD |
| 10. Acknowledge the deficiency letter | Release the deficiency letter | None | 30 Minutes | Records Officer (Records Section) |

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| 11. Submit compliance documents | Receive the compliance documents | None | 5 Minutes | Records Officer (Records Section) |
| 12. | Forward the compliance documents to the Office of the Regional Director for proper routing | None | 1 Hour | Records Officer (Records Section) |
| 13. | Receive and forward compliance documents to the Education Supervisor II-in-charge for evaluation | None | 1 Hour | Regional Director |
| 14. | Review completeness and compliance of documents submitted by the applicant | None | 3 Hours | Education Supervisor II in charge |
| 15. | If documents are still found incomplete and not compliant, draft another deficiency letter, to be reviewed by the CEPS and to be approved by the RD | None | 1 Hour | Education Supervisor II in charge |
| 16. Acknowledge the deficiency letter | Release the deficiency letter | None | 30 Minutes | Records Officer (Records Section) |
| 17. Submit compliance documents | Receive the compliance documents | None | 5 Minutes | Records Officer (Records Section) |
| 18. | Forward the compliance documents to the Office of the Regional Director for proper routing | None | 1 Hour | Records Officer (Records Section) |
| 19. | Receive and forward compliance documents to the Education Supervisor II-in-charge for evaluation | None | 1 Hour | Regional Director |

| | | | | |
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| 20. | Review completeness and compliance of documents submitted by the applicant | None | 3 Hours | Education Supervisor II in charge |
| 21. | If documents are still found incomplete and not compliant, draft a letter disapproving the application, to be reviewed by the CEPS and to be approved by the RD | None | 1 Hour | Education Supervisor II in charge, CEPS and RD |
| 22. Acknowledge the disapproval letter | Release the disapproval letter to the HEI applicant | None | 30 Minutes | Records Officer (Records Section) |
| 23. Submit a letter of appeal requesting for reconsideration | Receive the letter of appeal | None | 5 Minutes | Records Officer (Records Section) |
| 24. | Forward the letter of appeal to the Office of the Regional Director for proper routing | None | 1 Hour | Records Officer (Records Section) |
| 25. | Receive and forward letter of appeal to the Education Supervisor II-in-charge for evaluation | None | 1 Hour | Regional Director |
| 26. | Draft a letter setting a deadline to comply with the requirements, to be reviewed by the CEPS and to be approved by the RD | None | 1 Hour | Education Supervisor II in charge, CEPS and RD |
| 27. Acknowledge the letter setting a deadline to comply with the requirements | Release the letter to the HEI applicant | None | 30 Minutes | Records Officer (Records Section) |
| 28. Submit compliance documents | Receive the compliance documents | None | 5 Minutes | Records Officer (Records Section) |

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|--|---|------|------------|-----------------------------------|
| 29. | Forward the compliance documents to the Office of the Regional Director for proper routing | None | 1 Hour | Records Officer (Records Section) |
| 30. | Receive and forward compliance documents to the Education Supervisor II-in-charge for evaluation | None | 1 Hour | Regional Director |
| 31. | Review completeness and compliance of documents submitted by the applicant | None | 3 Hours | Education Supervisor II in charge |
| 32. | If documents are still incomplete and not compliant within the set deadline, draft a final disapproval letter, to be reviewed by the CEPS and to be approved by the RD | None | 1 Hour | Education Supervisor II in charge |
| 33. Acknowledge the final disapproval letter | Release the final disapproval letter to the HEI applicant | None | 30 Minutes | Records Officer (Records Section) |
| Regional Quality Assessment Team (RQAT) Phase | | | | |
| 34. | If documents are complete and compliant, identify Regional Quality Assessment Team (RQAT) to be involved in the inspection and conduct initial coordination to determine availability of RQAT to set schedule of HEI inspection | None | 2 Days | Education Supervisor II in charge |

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|--|--|---------------------|------------|--|
| 35. | Upon confirmation and finalization of schedule with RQAT, draft a letter formally informing RQAT of the visit, and another letter notifying the HEI of the RQAT visit, to be reviewed by the CEPS and to be approved by the RD | None | 1 Hour | Education Supervisor II in charge, CEPS and RD |
| 36. Acknowledge the letter regarding the RQAT visit | Release the letter notifying the HEI of the RQAT visit | None | 30 Minutes | Records Officer (Records Section) |
| 37. Pay inspection fee | Receive inspection fee and issue official receipt to the HEI applicant | P15,000 per program | 15 Minutes | Cashier |
| 38. Submit a photocopy of the official receipt | Receive the photocopy of the official receipt | None | 5 Minutes | Education Supervisor II-in-charge |
| 39. | Conduct ocular inspection using appropriate evaluation form of particular program applied for | None | 1 Day | Regional Quality Assessment Team (RQAT) |
| 40. | Prepare and submit evaluation report to ES II-in-charge | None | 1 Day | Regional Quality Assessment Team (RQAT) |
| Decision Phase | | | | |
| 41. | Draft a transmittal letter forwarding the RQAT evaluation report to the HEI applicant, to be reviewed by the CEPS and to be approved by the RD | | 1 Hour | Education Supervisor II in charge, CEPS and RD |
| 42. Acknowledge the transmittal letter | Release the transmittal letter to the HEI applicant | None | 30 Minutes | Records Officer (Records Section) |
| 43. | If the program is compliant based on RQAT report, process the Government | None | 4 Hours | Education Supervisor II in charge, CEPS and RD |

| | | | | |
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| | Recognition for the program applied for, to be reviewed by the CEPS and to be approved by the RD | | | |
| 44. Acknowledge the Government Recognition Certificate | Release the Government Recognition Certificate to the HEI | None | 30 Minutes | Records Officer (Records Section) |
| 45. If the program is not compliant based on RQAT report, submit compliance report | Receive and record compliance report | None | 5 Minutes | Records Officer (Records Section) |
| 46. | Forward the compliance report to the Office of the Regional Director for proper routing | None | 1 Hour | Records Officer (Records Section) |
| 47. | Receive and forward compliance report to the Education Supervisor II-in-charge for evaluation | None | 1 Hour | Regional Director |
| 48. | Review the compliance of the HEI applicant | None | 4 Hours | Education Supervisor II in charge |
| 49. | If the program is compliant, process the Government Recognition for the program applied for, to be reviewed by the CEPS and to be approved by the RD | None | 4 Hours | Education Supervisor II in charge, CEPS and RD |
| 50. Acknowledge the Government Recognition Certificate | Release the Government Recognition Certificate to the HEI | None | 30 Minutes | Records Officer (Records Section) |
| 51. | If the program is still not compliant, draft a letter setting a deadline to comply, to be reviewed by the | None | 1 Hour | Education Supervisor II in charge, CEPS and RD |

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| | CEPS and to be approved by the RD | | | |
| 52. Acknowledge the letter setting a deadline to comply | Release the letter to the HEI applicant | None | 30 Minutes | Records Officer (Records Section) |
| 53. Submit compliance report | Receive and record compliance report | None | 5 Minutes | Records Officer (Records Section) |
| 54. | Forward the compliance report to the Office of the Regional Director for proper routing | None | 1 Hour | Records Officer (Records Section) |
| 55. | Receive and forward compliance report to the Education Supervisor II-in-charge for evaluation | None | 1 Hour | Regional Director |
| 56. | Review the compliance of the HEI applicant | None | 4 Hours | Education Supervisor II in charge |
| 57. | If the program is compliant, process the Government Recognition for the program applied for, to be reviewed by the CEPS and to be approved by the RD | None | 4 Hours | Education Supervisor II in charge, CEPS and RD |
| 58. Acknowledge the Government Recognition Certificate | Release the Government Recognition Certificate to the HEI | None | 30 Minutes | Records Officer (Records Section) |
| 59. | If the program is still not compliant, draft a letter of disapproval, to be reviewed by the CEPS and to be approved by the RD | None | 1 Hour | Education Supervisor II-in-charge, CEPS and RD |
| 60. Acknowledge the letter of disapproval | Release the letter to the HEI applicant | None | 30 Minutes | Records Officer (Records Section) |
| 61. Submit a letter of appeal requesting | Receive the letter of appeal | None | 5 Minutes | Records Officer (Records Section) |

| | | | | |
|---|--|------|------------|--|
| for reconsideration of application | | | | |
| 62. | Forward the letter of appeal to the Office of the Regional Director for proper routing | None | 1 Hour | Records Officer (Records Section) |
| 63. | Receive and forward letter of appeal to the Education Supervisor II-in-charge for evaluation | None | 1 Hour | Regional Director |
| 64. | Review the letter of appeal | None | 1 Hour | Education Supervisor II in charge |
| 65. | Draft a letter setting a deadline to comply with the requirements, to be reviewed by the CEPS and to be approved by the RD | None | 1 Hour | Education Supervisor II in charge, CEPS and RD |
| 66. Acknowledge the letter setting a deadline to comply | Release the letter to the HEI applicant | None | 30 Minutes | Records Officer (Records Section) |
| 67. Submit compliance report | Receive and record compliance report | None | 5 Minutes | Records Officer (Records Section) |
| 68. | Forward the compliance report to the Office of the Regional Director for proper routing | None | 1 Hour | Records Officer (Records Section) |
| 69. | Receive and forward compliance report to the Education Supervisor II-in-charge for evaluation | None | 1 Hour | Regional Director |
| 70. | Review the compliance of the HEI applicant | None | 4 Hours | Education Supervisor II in charge |
| 71. | If the program is compliant, process the Government Recognition for the program applied for, to be reviewed | None | 4 Hours | Education Supervisor II in charge, CEPS and RD |

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| | by the CEPS and to be approved by the RD | | | |
| 72. Acknowledge the Government Recognition Certificate | Release the Government Recognition Certificate to the HEI | None | 30 Minutes | Records Officer (Records Section) |
| 73. | If the program is still not compliant, draft a letter of final disapproval, to be reviewed by the CEPS and to be approved by the RD | None | 1 Hour | Education Supervisor II in charge, CEPS and RD |
| 74. Acknowledge the letter of final disapproval | Release the letter of final disapproval to the HEI applicant | None | 30 Minutes | Records Officer (Records Section) |

9.3. Processing of Application for Certification of Program Compliance (COPC) for Undergraduate Programs

This procedure involves the processing of application for certificate of program compliance (COPC) for undergraduate programs in State Universities and Colleges (SUCs). The COPC issued for a particular degree program shall authorize the SUC to confer the students who have completed the program a certificate, title, diploma, or degree, whichever is applicable.

| Office or Division: | Technical Division | | | |
|---|--------------------------------|-----------------|--|--|
| Classification: | Highly Technical | | | |
| Type of Transaction: | G2B – Government to Government | | | |
| Who may avail: | SUCs | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Feasibility study for the next five (5) years indicating the need and relevance of the course to the development of the community and the resources and capabilities of the corporation / school to achieve / implement the objective of developing the community | | SUC applicant | | |

| | | | | |
|--|---|------------------------|------------------------|---------------------------|
| Institutional Development and Campus Landscaping plans | SUC applicant | | | |
| Certificate of occupancy of the school building(s) from the proper city/municipal authorities in the name of the owner/lessor | Local Government Unit (LGU) where the SUC campus is located | | | |
| Updated pictures of the school site and building(s), classroom, laboratories, libraries, medical and dental health facilities, canteens, sports and recreational areas, etc. | SUC applicant | | | |
| Proposed budget/annual expenditures per program for the five (5) succeeding school years approved by the Board | SUC applicant | | | |
| Proposed curriculum | SUC applicant | | | |
| Proposed schedule of tuition and other authorized school fees per program | SUC applicant | | | |
| Matrix list, credentials and notarized contracts/intent of employment of school administrators, i. e., President, Vice-President (s), Deans, Department Heads, etc. | SUC applicant | | | |
| Matrix list, credentials and notarized contracts/intent of employment of Academic Non-Teaching personnel including (Registrar, Librarian, Guidance Counselor, Researcher) | SUC applicant | | | |
| Matrix list, credentials and notarized contracts/intent of employment of Teaching / Academic staff including | SUC applicant | | | |
| Matrix list, credentials and notarized contracts/intent of employment of Non-Academic Personnel including | SUC applicant | | | |
| Matrix list of laboratory facilities, equipment, furniture, supplies and materials classified by area | SUC applicant | | | |
| Matrix list of library holdings, classified into Cultural, Filipiniana and Professional | SUC applicant | | | |
| Proof of payment of Application Fees | CHED RO 3 – Cashier’s Unit | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Sign in the Client Log Book in the Public Assistance Desk (PAD) | Give the Client Log Book to the client | None | 3 Minutes | PAD Officer |
| 2. Pay the application fee | Receive the payment for | P8,000 per program | 15 Minutes | Cashier |

| | | | | |
|---|--|----------------|-----------|-----------------------------------|
| | application fee and issue an official receipt | per year level | | |
| 3. Submit the application folder with complete requirements, including the official receipt of the paid application fee | Receive and records the application folder | None | 5 Minutes | Records Officer (Records Section) |
| 4. | Forward the application folder to the Office of the Regional Director for proper routing | None | 1 Hour | Records Officer (Records Section) |
| 5. | Receive and forward the application folder to the Education Supervisor II-in-charge, for acknowledgement/ documentary analysis | None | 1 Hour | Regional Director |

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|---|---|------|------------|--|
| 6. | Draft a letter acknowledging receipt of the application folder, to be reviewed by the CEPS and approved by the RD | None | 1 Hour | Education Supervisor II in charge, CEPS and RD |
| 7. Acknowledge the letter of acknowledgment | Release the letter of acknowledgment | None | 30 Minutes | Records Officer (Records Section) |
| 8. | Review completeness and compliance of documents submitted by the applicant | None | 4 Hours | Education Supervisor II in charge |
| 9. | If documents are incomplete and not compliant with the requirements prescribed, draft a deficiency letter to be reviewed by the | None | 1 Hour | Education Supervisor II in charge, CEPS and RD |

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|---------------------------------------|--|------|------------|-----------------------------------|
| | CEPS and to be approved by the RD | | | |
| 10. Acknowledge the deficiency letter | Release the deficiency letter | None | 30 Minutes | Records Officer (Records Section) |
| 11. Submit compliance documents | Receive the compliance documents | None | 5 Minutes | Records Officer (Records Section) |
| 12. | Forward the compliance documents to the Office of the Regional Director for proper routing | None | 1 Hour | Records Officer (Records Section) |
| 13. | Receive and forward compliance documents to the Education Supervisor II-in-charge for evaluation | None | 1 Hour | Regional Director |

| | | | | |
|---------------------------------------|---|------|------------|-----------------------------------|
| 14. | Review completeness and compliance of documents submitted by the applicant | None | 4 Hours | Education Supervisor II in charge |
| 15. | If documents are still found incomplete and not compliant, draft another deficiency letter, to be reviewed by the CEPS and to be approved by the RD | None | 1 Hour | Education Supervisor II in charge |
| 16. Acknowledge the deficiency letter | Release the deficiency letter | None | 30 Minutes | Records Officer (Records Section) |
| 17. Submit compliance documents | Receive the compliance documents | None | 5 Minutes | Records Officer (Records Section) |
| 18. | Forward the compliance | None | 1 Hour | Records Officer (Records Section) |

| | | | | |
|-----|--|------|---------|-----------------------------------|
| | documents to the Office of the Regional Director for proper routing | | | |
| 19. | Receive and forward compliance documents to the Education Supervisor II-in-charge for evaluation | None | 1 Hour | Regional Director |
| 20. | Review completeness and compliance of documents submitted by the applicant | None | 4 Hours | Education Supervisor II in charge |

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|---|--|------|------------|--|
| 21. | If documents are still found incomplete and not compliant, draft a letter providing ample time to the SUC to comply, to be reviewed by the CEPS and to be approved by the RD | None | 1 Hour | Education Supervisor II in charge, CEPS and RD |
| 22. Acknowledge the letter providing ample time to comply | Release the letter to the HEI applicant | None | 30 Minutes | Records Officer (Records Section) |
| 23. Submit compliance documents | Receive the compliance documents | None | 5 Minutes | Records Officer (Records Section) |
| 24. | Forward the compliance documents to the Office of the | None | 1 Hour | Records Officer (Records Section) |

| | | | | |
|-----|--|------|---------|-----------------------------------|
| | Regional Director for proper routing | | | |
| 25. | Receive and forward compliance documents to the Education Supervisor II-in-charge for evaluation | None | 1 Hour | Regional Director |
| 26. | Review completeness and compliance of documents submitted by the applicant | None | 4 Hours | Education Supervisor II in charge |

| Regional Quality Assessment Team (RQAT) Phase | | | | |
|--|---|------|------------|--|
| 27. | If documents are complete and compliant, identify Regional Quality Assessment Team (RQAT) to be involved in the inspection and conduct initial coordination to determine availability of RQAT to set schedule of HEI inspection | None | 2 Days | Education Supervisor II in charge |
| 28. | Upon confirmation and finalization of schedule with RQAT, draft a letter formally informing | None | 30 Minutes | Education Supervisor II in charge, CEPS and RD |

| | | | | |
|---|--|---------------------|------------|---|
| | RQAT of the visit, and another letter notifying the HEI of the RQAT visit, to be reviewed by the CEPS and to be approved by the RD | | | |
| 29. Acknowledge the letter regarding the RQAT visit | Release the letter notifying the HEI of the RQAT visit | None | 30 Minutes | Records Officer (Records Section) |
| 30. Pay inspection fee | Receive inspection fee and issue official receipt to the HEI applicant | P15,000 per program | 15 Minutes | Cashier |
| 31. Submit a photocopy of the official receipt | Receive the photocopy of the official receipt | None | 5 Minutes | Education Supervisor II-in-charge |
| 32. | Conduct ocular inspection using appropriate evaluation form or particular program applied for | None | 1 Day | Regional Quality Assessment Team (RQAT) |
| 33. | Prepare and submit evaluation report to ES II-in-charge | None | 2 Days | Regional Quality Assessment Team (RQAT) |

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| Decision Phase | | | | |
|--|--|------|------------|--|
| 34. | Draft a transmittal letter forwarding the RQAT evaluation report to the HEI applicant, to be reviewed by the CEPS and to be approved by the RD | | 1 Hour | Education Supervisor II in charge, CEPS and RD |
| 35. Acknowledge the transmittal letter | Release the transmittal letter to the HEI applicant | None | 30 Minutes | Records Officer (Records Section) |
| 36. | If the program is compliant based on RQAT report, process the Certificate of Program Compliance (COPC) for the | None | 4 Hours | Education Supervisor II in charge, CEPS and RD |

| | | | | |
|--|---|------|------------|-----------------------------------|
| | program applied for, to be reviewed by the CEPS and to be approved by the RD | | | |
| 37. Acknowledge the Certificate of Program Compliance (COPC) | Release the Certificate of Program Compliance (COPC) to the HEI | None | 30 Minutes | Records Officer (Records Section) |
| 38. If the program is not compliant based on RQAT report, submit compliance report | Receive and record compliance report | None | 5 Minutes | Records Officer (Records Section) |
| 39. | Forward the compliance report to the Office of the Regional Director for proper routing | None | 1 Hour | Records Officer (Records Section) |
| 40. | Receive and forward compliance report to the Education Supervisor II-in-charge for evaluation | None | 1 Hour | Regional Director |

| | | | | |
|--|--|------|------------|--|
| 41. | Review the compliance of the HEI applicant | None | 4 Hours | Education Supervisor II in charge |
| 42. | If the program is compliant, process the Certificate of Program Compliance (COPC) for the program applied for, to be reviewed by the CEPS and to be approved by the RD | None | 4 Hours | Education Supervisor II in charge, CEPS and RD |
| 43. Acknowledge the Certificate of Program Compliance (COPC) | Release the Certificate of Program Compliance (COPC) to the HEI | None | 30 Minutes | Records Officer (Records Section) |

10. Processing Application for Renewal Permit to Operate Undergraduate Programs

This procedure involves the processing of application for renewal permit (GP) for undergraduate programs of private higher education institutions (PHEIs). On the second year of operation of the degree program, the private HEI must apply for a permit to operate the third level.

| | | |
|--|---|------------------------|
| Office or Division: | Technical Division | |
| Classification: | Highly Technical | |
| Type of Transaction: | G2B – Government to Business Entity | |
| Who may avail: | Private Higher Education Institutions (PHEIs) | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE |
| Updated pictures of the school site and building(s), classroom, laboratories, libraries, medical and dental health facilities, canteens, sports and recreational areas, etc. | | Private HEI applicant |
| Copy of the latest financial statement for the existing programs certified by an independent Certified Public Accountant | | Private HEI applicant |
| Contents noted curriculum | | Private HEI applicant |
| Contents noted schedule of tuition and other authorized school fees per program | | Private HEI applicant |
| Proof of payment of employees' social benefits | | Private HEI applicant |
| Matrix list, credentials and notarized contracts/intent of employment of school administrators, i. e., President, Vice-President (s), Deans, Department Heads, etc. | | Private HEI applicant |
| Matrix list, credentials and notarized contracts/intent of employment of Academic Non-Teaching personnel including (Registrar, Librarian, Guidance Counselor, Researcher) | | Private HEI applicant |
| Matrix list, credentials and notarized contracts/intent of employment of Teaching / Academic staff including | | Private HEI applicant |
| Matrix list, credentials and notarized contracts/intent of employment of Non-Academic Personnel including | | Private HEI applicant |
| Matrix list of laboratory facilities, equipment, furniture, supplies and materials classified by area | | Private HEI applicant |

| Matrix list of library holdings, classified into Cultural, Filipiniana and Professional | | Private HEI applicant | | |
|--|--|-----------------------------------|-----------------|--|
| Matrix list of athletic facilities, equipment, supplies and materials | | Private HEI applicant | | |
| Proof of payment of Application Fees | | CHED RO 3 – Cashier's Unit | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Sign in the Client Log Book in the Public Assistance Desk (PAD) | Give the Client Log Book to the client | None | 3 Minutes | PAD Officer |
| 2. Pay the application fee | Receive the payment for application fee and issue an official receipt | P8,000 per program per year level | 15 Minutes | Cashier |
| 3. Submit the application folder for renewal permit to operate undergraduate program, with complete requirements, including the official receipt of the paid application fee | Receive and records the application folder | None | 5 Minutes | Records Officer (Records Section) |
| 4. | Forward the application folder to the Office of the Regional Director for proper routing | None | 1 Hour | Records Officer (Records Section) |
| 5. | Receive and forward the application folder to the Education Supervisor II-in-charge, for acknowledgement/ documentary analysis | None | 1 Hour | Regional Director |
| 6. | Draft a letter acknowledging receipt of the application folder, to be reviewed by the CEPS and approved by the RD | None | 1 Hour | Education Supervisor II in charge, CEPS and RD |

| | | | | |
|---|---|------|------------|--|
| 7. Acknowledge the letter of acknowledgment | Release the letter of acknowledgment | None | 30 Minutes | Records Officer (Records Section) |
| 8. | Review completeness and compliance of documents submitted by the applicant | None | 4 Hours | Education Supervisor II in charge |
| 9. | If documents are complete and compliant, process the Renewal Permit to Operate, to be reviewed by the CEPS and to be approved by the RD | None | 4 Hours | Education Supervisor II in charge, CEPS and RD |
| 10. Acknowledge the Renewal Permit | Release the Renewal Permit to the HEI applicant | None | 30 Minutes | Records Officer (Records Section) |
| 11. | If documents are incomplete and not compliant, draft a deficiency letter, to be reviewed by the CEPS and to be approved by the RD | None | 1 Hour | Education Supervisor II in charge, CEPS and RD |
| 12. Acknowledge the deficiency letter | Release the deficiency letter to the HEI applicant | None | 30 Minutes | Records Officer (Records Section) |
| 13. Submit compliance documents | Receive the compliance documents | None | 5 Minutes | Records Officer (Records Section) |
| 14. | Forward the compliance documents to the Office of the Regional Director for proper routing | None | 1 Hour | Records Officer (Records Section) |
| 15. | Receive and forward compliance documents to the Education Supervisor II-in-charge for evaluation | None | 1 Hour | Regional Director |
| 16. | Review completeness and | None | 4 Hours | Education Supervisor II in charge |

| | | | | |
|---|--|------|------------|--|
| | compliance of documents submitted by the applicant | | | |
| 17. | If documents are still found incomplete and not compliant, draft a letter advising the HEI to cease offering of the program, to be reviewed by the CEPS and to be approved by the RD | None | 1 Hour | Education Supervisor II in charge, CEPS and RD |
| 18. Acknowledge the letter of advice to cease offering the program | Release the letter to the HEI applicant | None | 30 Minutes | Records Officer (Records Section) |
| 19. Submit a letter of appeal requesting for reconsideration | Receive the letter of appeal | None | 5 Minutes | Records Officer (Records Section) |
| 20. | Forward the letter of appeal to the Office of the Regional Director for proper routing | None | 1 Hour | Records Officer (Records Section) |
| 21. | Receive and forward letter of appeal to the Education Supervisor II-in-charge for evaluation | None | 1 Hour | Regional Director |
| 22. | Draft a letter setting a deadline to comply with the requirements, to be reviewed by the CEPS and to be approved by the RD | None | 1 Hour | Education Supervisor II in charge, CEPS and RD |
| 23. Acknowledge the letter setting a deadline to comply with the requirements | Release the letter to the HEI applicant | None | 30 Minutes | Records Officer (Records Section) |

| | | | | |
|--|--|------|------------|-----------------------------------|
| 24. Submit compliance documents | Receive the compliance documents | None | 5 Minutes | Records Officer (Records Section) |
| 25. | Forward the compliance documents to the Office of the Regional Director for proper routing | None | 1 Hour | Records Officer (Records Section) |
| 26. | Receive and forward compliance documents to the Education Supervisor II-in-charge for evaluation | None | 1 Hour | Regional Director |
| 27. | Review completeness and compliance of documents submitted by the applicant | None | 4 Hours | Education Supervisor II in charge |
| 28. | If documents are still incomplete and not compliant within the set deadline, draft a final letter advising the HEI to cease offering of the program, to be reviewed by the CEPS and to be approved by the RD | None | 1 Hour | Education Supervisor II in charge |
| 29. Acknowledge the final letter of advice to cease offering the program | Release the letter to the HEI applicant | None | 30 Minutes | Records Officer (Records Section) |

11. Processing Application for Student Financial Assistance Programs

Qualified and deserving Filipino students, preferably those belonging to the special group of persons such as the underprivileged and homeless citizens under RA 7279, persons with disability (PWDs) under RA 7277 as amended, solo parents and/or their dependents under RA 8972, senior citizens under RA 9994 and Indigenous Peoples (IPs) under RA

8371 shall be given scholarships in accordance with CMO No. 8, s. 2009 “Policies and Guidelines for CHED Scholarship Programs (CSPs).” This process involves the application procedures for the availment of the CSPs.

| | |
|--|---|
| Office or Division: | Technical Division |
| Classification: | Simple |
| Type of Transaction: | G2C – Government to Citizens |
| Who may avail: | Senior High School Graduates and Undergraduate Students in Public and Private Higher Education Institutions in Region 3 |
| CHECKLIST OF REQUIREMENTS | |
| Application form | CHED RO 3 – Scholarships Unit (can also be downloaded from www.ched.gov.ph) |
| Certified true copy of Birth Certificate | Philippine Statistics Authority (PSA) |
| High school report card for incoming freshmen students eligible for college | High school |
| Duly certified true copy of grades for Grade 11 and 1 st semester of Grade 12 for graduating high school students | High school |
| Any of the following: | |
| <ul style="list-style-type: none"> • Latest income tax return (ITR) of parents or guardian | Company where the parent/guardian is employed/company owned by the parent/guardian |
| <ul style="list-style-type: none"> • Certificate of Tax Exemption | BIR |
| <ul style="list-style-type: none"> • Certificate of Indigence | Barangay or Department of Social Welfare and Development (DSWD) |
| <ul style="list-style-type: none"> • Case study report | Department of Social Welfare and Development (DSWD) |

| | | | | |
|---|---|--|------------------------|---------------------------|
| <ul style="list-style-type: none"> • Latest copy of contract or proof of income for children of Overseas Filipino Workers (OFWs) and seafarers | | Company where the OFW/seafarer parent/guardian is employed | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| Application Phase | | | | |
| 1. Sign in the Client Log Book in the Public Assistance Desk (PAD) | Give the Client Log Book to the client | None | 3 Minutes | PAD Officer |
| 2. Submit the accomplished application form together with the | Check the completeness of the information indicated in the application form | None | 30 Minutes | Scholarships Unit |

| | | | | |
|--|--|------|------------|-------------------|
| required supporting documents | and the documents submitted | | | |
| 3. | If the application form is properly accomplished and if the documents are complete, receive the application | None | 5 Minutes | Scholarships Unit |
| 4. Receive the returned application form | If the application form is not properly accomplished and/or if the documents are incomplete, return the application and inform the applicant of the noted deficiencies | None | 5 Minutes | Scholarships Unit |
| 5. Re-submit accomplished application form with complete documents | Check the completeness of the information indicated in the application form and the documents submitted | None | 30 Minutes | Scholarships Unit |

| | | | | |
|--|---|------|------------------------|-------------------|
| 6. | If the application form is properly accomplished and if the documents are complete, receive the application | None | 5 Minutes | Scholarships Unit |
| Verification and Approval Phase | | | | |
| 7. | Encode the applicant's information in the rank list | None | 30 minutes per student | Scholarships Unit |
| 8. | Consolidate qualified applications and | None | 20 days | Scholarships Unit |

| | | | | |
|-----------------------|---|------|---------|------------------------------|
| | prepare masterlist of applicants for ranking, and submit masterlist to the Regional Screening Committee (RSC), for review | | | |
| 9. | Review the masterlist, approve and rank CSP grantees | None | 4 Hours | Regional Screening Committee |
| Awarding Phase | | | | |
| 10. | Upon receipt of the communication from CHED OSDS relaying the number of CSPs slots allotted for the CHED RO 3, instruct Scholarship Unit to prepare Notice of Award (NOA) with acceptance slip for qualified CSPs applicants. | None | 1 Hour | Regional Director |

| | | | | |
|--|--|------|------------------------|------------------------------------|
| 11. | Prepare individual NOA and scholarship contracts for qualified applicants, to be reviewed by the CEPS and to be approved by the RD | None | 30 Minutes per student | Scholarships Unit, CEPS and RD |
| 12. Acknowledge the NOA and scholarship contract, for qualified applicants | Release the NOA and scholarship contracts to the qualified CSPs applicants | None | 5 Minutes per student | Records Officer/ Scholarships Unit |

| Acceptance Phase for Qualified Applicants | | | | |
|--|--|------|-----------------------|---------------------------------------|
| 13. Return accomplished acceptance slip and notarized scholarship contract | Receive the accomplished acceptance slip and notarized scholarship contract, if he/she accepts the scholarship | None | 5 Minutes per student | Records Officer/ Scholarships Unit |

13. Request for Additional Major of Recognized Undergrad Programs

The Higher Education Institutions with recognized higher education programs may request additional major offerings.

| Office or Division: | Technical Division | | | |
|---|--|------------------------|------------------------|---------------------------|
| Classification: | Complex | | | |
| Type of Transaction: | G2G- Government to Government G2B- Government to Business | | | |
| Who may avail: | Private and Public HEIs | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Letter Request for additional major | | HEI | | |
| Credentials of the Program Head | | HEI | | |
| Credentials of faculty to teach the major | | HEI | | |
| List of Books and professional journals | | HEI | | |
| Facilities to be used for the major | | HEI | | |
| Curriculum | | HEI | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits the letter of application together with supporting documents to the records division | The Record Officer receives the document | None | 5 minutes | Records Officer |
| 2. | Forward the documents to the office of the RD | None | 1 Hour | Records Officer |
| 3. | Route the document to the CEPS and/or Education Supervisor in-charge | None | 1 Hour | RD/CEPS |
| 4. | Evaluate the application and the | None | 3 Hours | Education Supervisor II |

| | | | | |
|--|---|------|------------|--------------------------------------|
| | supporting documents | | | |
| 5. | If found complete and compliant, draft a letter acknowledging the additional major and stamping "contents noted" on the curriculum, to be reviewed by the CEPS and to be approved by the RD | None | 1 Hour | Education Supervisor II, CEPS and RD |
| 6. Receive the letter acknowledging the additional major and "contents noted" curriculum | Release the letter acknowledging the additional major and "contents noted" curriculum | None | 30 Minutes | Records Officer |
| 7. | If documents are incomplete and non-compliant, draft a letter of deficiency, to be reviewed by the CEPS and to be approved by the RD | None | 1 Hour | Education Supervisor II, CEPS and RD |
| 8. Receive the deficiency letter | Release the deficiency letter | None | 30 Minutes | Records Officer |
| 9. Submit compliance documents | Receive compliance documents | None | 5 Minutes | Records Officer |
| 10. | Forward the compliance documents to the Office of the Regional Director for proper routing | None | 1 Hour | Records Officer |
| 11. | Receive and forward the compliance documents to the ES II-in-charge | None | 1 Hour | Regional Director |
| 12. | Evaluate the compliance documents | None | 3 Hours | Education Supervisor II |
| 13. | If found complete and compliant, draft a letter | None | 1 Hour | Education Supervisor II, CEPS and RD |

| | | | | |
|---|---|------|------------|-----------------|
| | acknowledging the additional major and stamping "contents noted" on the curriculum, to be reviewed by the CEPS and to be approved by the RD | | | |
| 14. Receive the letter acknowledging the additional major and "contents noted" curriculum | Release the letter acknowledging the additional major and "contents noted" curriculum | None | 30 Minutes | Records Officer |

14. Issuance of Certification, Authentication and Verification (CAV)

Receiving and Processing of CAV of Academic Records

| Office or Division: | Public Assistance Desk (PAD) and Records Office | | | |
|--|--|---------------------------|--|--|
| Classification: | Simple | | | |
| Type of Transaction: | Government to Client | | | |
| Who may avail: | Graduates and Students from both Public and Private HEIs in Region III | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 16. Application for CAV | | | | |
| 1.1 Graduate from Existing HEI | | | | |
| b. Letter of Confirmation | | Office of the Registrar | | |
| c. Certified Photocopy of TOR and Diploma | | Office of the Registrar | | |
| 1.2 Graduate from Closed HEI | | | | |
| a. Photocopy of TOR and Diploma | | Personal (Client's) Copy | | |
| b. Affidavit of Loss (no credentials presented) | | Notary Public | | |
| 1.3 Unit Earners from Existing HEIs | | | | |
| a. Letter of Confirmation | | Office of the Registrar | | |
| b. Certificate of Enrolment | | Office of the Registrar | | |
| c. Certified Photocopy of TOR | | Office of the Registrar | | |
| 1.4 Unit Earners from Closed HEIs | | | | |
| a. Photocopy of TOR | | Personal (Client's) Copy | | |
| b. Affidavit of Loss (no TOR presented) | | Notary Public | | |
| * If filed by a representative, authorization letter and valid IDs of both the Applicant and the Representative must be presented. | | Client and Representative | | |
| | | | | |
| | | | | |

| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
|---|--|------------------------|----------------------------|---|
| 1. Client presents the required documents. | <p>1.1 Receives and checks the completion of the submitted documents;</p> <p>1.2 Sets the documents into 2 (1 copy for the client and 1 copy for CHED);</p> <p>1.3 Attaches application form to the documents to be filled-out by the client</p> | None | 10 minutes | <i>Public Assistance Desk (PAD) Personnel</i> |
| 2. Fills-out the application form attached to the documents and returns to CHED personnel the properly accomplished application form. | Checks the application form if properly filled-out, then advises the client to pay the required authentication fee of P80.00 per copy. | None | | <i>Designated Staff at PAD</i> |
| 3. Pays the required authentication fee | 3.1 Receives payment and issues official receipt/s, and advises the client to proceed to CAV Receiving/Releasing Window. | P80.00 per copy | 10 minutes | <i>Cash Clerk stationed at PAD</i> |
| | 3.2 Accepts the paid application and issues a claim stub | None | | <i>CAV Processor</i> |
| | 3.3 Processes the CAV based on Enrolment List/Special Order on file; | None | 15 minutes per application | <i>CAV Processor</i> |
| | 3.4 Advises the client for correction/rectification if there are discrepancies/errors ; | None | | <i>CAV Processor</i> |

| | | | | |
|--|--|------|------------|-----------------------------|
| | 3.5 Drafts the Certificate if there are no discrepancies/errors ; | None | 10 minutes | <i>CAV Processor</i> |
| | 3.6 Reviews the draft of the certification; | None | 15 minutes | <i>CAV Focal Person</i> |
| | 3.7 Signs the certification | None | 1 minute | <i>Authorized Signatory</i> |
| | 3.8 Dry seals the Certification. | None | 1 minute | <i>CAV Focal Person</i> |
| 4. Claims the CERTIFICATION at CHED office | Releases the Certification to client or his/her representative upon presentation of claim stub and authorization letter in case of representative. | None | 5 minutes | <i>Records Section</i> |

15. Process of Revised Curricula

Higher Education Institutions are mandated to revise or enhance their curricular offerings in conformance with the updated/existing policies, standards and guidelines.

| | | | | |
|--|---|------------------------|------------------------|---------------------------|
| Office or Division: | Technical Division | | | |
| Classification: | Complex | | | |
| Type of Transaction: | G2G- Government to Government G2B- Government to Business | | | |
| Who may avail: | All Public and Private Higher Education Institutions | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Cover letter on the proposed revised curriculum | | HEI | | |
| Revised Curriculum | | HEI | | |
| Summary of Units | | HEI | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submit the letter on the proposed revised curriculum, with the requirements | Receive and record the letter on the proposed revised curriculum, with the requirements | None | 5 Minutes | Records Officer |

| | | | | |
|---|--|------|------------|--------------------------------------|
| 2. | Forward the documents to the Office of the RD | None | 1 Hour | Records Officer |
| 3. | Route the documents to the ES II-in-charge | None | 1 Hour | Regional Director |
| 4. | Evaluates the proposed revised curriculum | None | 2 Hours | Education Supervisor II |
| 5. | If found complete and compliant, stamp the curriculum as "contents noted" and prepare transmittal letter | None | 1 Hour | Education Supervisor II |
| 6. Receive transmittal letter and contents noted curriculum | Release transmittal letter and contents noted curriculum | None | 5 Minutes | Records Officer |
| 7. | If documents are incomplete and non-compliant, draft a letter of deficiency, to be reviewed by the CEPS and to be approved by the RD | None | 1 Hour | Education Supervisor II, CEPS and RD |
| 8. Receive the deficiency letter | Release the deficiency letter | None | 30 Minutes | Records Officer |
| 9. Submit compliance documents | Receive and record compliance documents | None | 5 Minutes | Records Officer |
| 10. | Forward the compliance documents to the Office of the Regional Director | None | 1 Hour | Records Officer |
| 11. | Receive and forward the compliance documents to the ES II-in-charge | None | 1 Hour | Regional Director |
| 12. | Evaluate the compliance documents | None | 1 Hour | Education Supervisor II |
| 13. | If found complete and compliant, stamp the curriculum as | None | 1 Hour | Education Supervisor II |

| | | | | |
|--|--|------|-----------|-----------------|
| | "contents noted" and prepare transmittal letter | | | |
| 14. Receive transmittal letter and contents noted curriculum | Release transmittal letter and contents noted curriculum | None | 5 Minutes | Records Officer |

17. Issuance of Certificates (QATAR, UAE, AHPRA, WES, etc.)

Receiving and Processing of Certificates

| | | | | |
|--|--|---------------------------|------------------------|---|
| Office or Division: | Public Assistance Desk (PAD) and Records Office | | | |
| Classification: | Simple | | | |
| Type of Transaction: | Government to Client | | | |
| Who may avail: | Graduates and Students from both Public and Private HEIs in Region III | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 17. Application for Certification | | | | |
| 1.1 Graduate from Existing HEI | | | | |
| d. Certification from the HEI | | Office of the Registrar | | |
| e. Certified Photocopy of TOR and Diploma | | Office of the Registrar | | |
| 1.2 Graduate from Closed HEI | | | | |
| c. Photocopy of TOR and Diploma | | Personal Copy | | |
| d. Affidavit of Loss (no credentials presented) | | Notary Public | | |
| * If filed by a representative, authorization letter and valid IDs of both the Applicant and the Representative must be presented. | | Client and representative | | |
| | | | | |
| | | | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Client presents required documents | Receives and checks the completion of the submitted documents; | None | 10 minutes | <i>Public Assistance Desk (PAD) Personnel</i> |
| 2. Pays the required certification fee | 2.1 Receives payment and issues official receipts, and advises the client to proceed to Records Section. | P100.00 per copy | 10 minutes | <i>Cash Clerk stationed at PAD</i> |
| | 2.2 Accepts the paid application and issues a claim stub | None | | <i>Records Personnel</i> |

| | | | | |
|--|--|------|----------------------------|-----------------------------|
| | 2.3 Processes the Certification based on Enrolment List/Special Order on file; | None | 15 minutes per application | <i>Records Personnel</i> |
| | 2.4 Advises the client for correction/rectification if there are discrepancies/errors ; | None | | <i>Records personnel</i> |
| | 2.5 Drafts the Certificate if there are no discrepancies/errors ; | None | 10 minutes | <i>Records Personnel</i> |
| | 2.6 Reviews the draft of the certification; | None | 15 minutes | <i>Records Personnel</i> |
| | 2.7 Signs the certification | None | 1 minute | <i>Authorized Signatory</i> |
| | 2.8 Dry seals the Certification and releases in a sealed envelope. | None | 1 minute | <i>Records Personnel</i> |
| 3. Claims the CERTIFICATION at CHED office | Releases the Certification to client or his/her representative upon presentation of claim stub and authorization letter in case of representative. | None | 5 minutes | <i>Records Section</i> |

18. Issuance of CHED Endorsement of Activities

This involves the processing of the requests for CHED RO endorsement to hold an activity.

| | |
|-----------------------------|--|
| Office or Division: | Technical Division |
| Classification: | Complex |
| Type of Transaction: | G2G- Government to Government G2B- Government to Business G2C- Government to Citizen |

| | | | | |
|--|---|---|------------------------|--------------------------------------|
| Who may avail: | Private and Public HEIs ,NGA, Legitimate Academic/Professional/Civic Organization | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Letter Request for CHED Endorsement | | From requesting party | | |
| Copy of the Registration Certificate from the Securities and Exchange Commission(SEC) | | Securities and Exchange Commission(SEC) | | |
| List of Speakers/resource persons together with their educational qualifications/profile | | From requesting party | | |
| Program Activities | | From requesting party | | |
| Syllabi of the topics to be discussed | | From requesting party | | |
| Registration fee, venue and time duration of the proposed activity | | From requesting party | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Submits the letter request together with supporting documents | Receive the letter of request together with supporting documents | None | 5 Minutes | Records Officer |
| 2. | Forward the documents to the Office of the RD | None | 1 Hour | Records Officer |
| 3. | Route the document to the CEPS and/or education supervisor in-charge | None | 1 Hour | Regional Director |
| 4. | Evaluate the request and the supporting documents | None | 2 Hours | Education Supervisor II |
| 5. | If found complete and compliant, draft an endorsement of the activity through a CHED Regional Memorandum, to be reviewed by the CEPS and to be approved by the RD | None | 1 Hour | Education Supervisor II, CEPS and RD |

| | | | | |
|---|---|------|------------|--------------------------------------|
| 6. Receive a copy of the CHED Regional Memorandum endorsing the activity | Release the CHED Regional Memorandum endorsing the activity | None | 5 Minutes | Records Officer |
| 7. | If documents are incomplete and non-compliant, draft a letter specifying that the activity cannot be endorsed, hence returned without favorable action, to be reviewed by the CEPS and to be approved by the RD | None | 1 Hour | Education Supervisor II, CEPS and RD |
| 8. Receive a copy of the letter specifying that the activity cannot be endorsed | Release the letter specifying that the activity cannot be endorsed | None | 30 Minutes | Records Officer |

19. Issuance of National Service Training Program (NSTP) Serial Numbers

Students of any baccalaureate course in public and private educational institutions shall be required to complete one of the NSTP components as requisite for graduation. This process involves the issuance of serial numbers which are the unique assigned numbers/codes issued to individual students who graduated from the NSTP.

| | | | | |
|--|--|------------------------|------------------------|---------------------------|
| Office or Division: | Technical Division | | | |
| Classification: | Simple | | | |
| Type of Transaction: | G2B – Government to Business Entity G2G – Government to Government Agency | | | |
| Who may avail: | Public and Private Higher Education Institutions (PHEIs) | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| Letter requesting for issuance of NSTP serial numbers | | HEI | | |
| List of NSTP enrollees and candidates for NSTP graduation for issuance of serial numbers | | HEI | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |

| | | | | |
|---|--|------|------------|-----------------------------------|
| 1. Sign in the Client Log Book in the Public Assistance Desk (PAD) | Give the Client Log Book to the client | None | 3 Minutes | PAD Officer |
| 2. Submit the requirements and letter of request | Receive and record the letter request and requirements | None | 5 Minutes | Records Officer (Records Section) |
| 3. | Forward the letter request and requirements to the Office of the Regional Director for proper routing | None | 1 Hour | Records Officer (Records Section) |
| 4. | Receive and forward letter request and requirements to the NSTP-in-charge | None | 1 Hour | Regional Director |
| 5. | Process serial number in accordance with the coding system and issue serial numbers to the HEI | None | 1 Day | NTSP in charge |
| 6. | Draft a transmittal letter to HEI with the assigned NSTP serial numbers, to be reviewed by the CEPS and to be approved by the RD | None | 1 Hour | NSTP in charge, CEPS and RD |
| 7. Acknowledge the transmittal letter with the assigned NSTP serial numbers | Release the transmittal letter with the assigned NSTP serial numbers | None | 30 Minutes | Records Officer (Records Section) |

20. Application and Processing of Special Order Numbers of Graduates

Issuance of Special Order Numbers of Graduates from Private Higher Education Institutions and Local Universities and Colleges.

| | | | | |
|--|--|------------------------|----------------------------|--|
| Office or Division: | Records Office | | | |
| Classification: | Highly Technical | | | |
| Type of Transaction: | Government to Client | | | |
| Who may avail: | All PHEIs and LUCs in Region III | | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | | |
| 1. Application for Special Order duly notarized in Triplicate Copies | | HEIs | | |
| 2. Application for Special Order (Form 9) | | HEIs | | |
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. Client presents the required documents. | 1.1 Receives and checks the completed documents | None | 5 minutes per request | <i>Records Personnel</i> |
| | 1.2 Encodes routine slip and stores in an Excel file. | None | 10 minutes per application | <i>Records Personnel</i> |
| | 1.3 Verifies candidates against the Enrolment List (EL) per Semester | None | 15 minutes per student | <i>Records Personnel</i> |
| | 1.4 Forwards the Verified S.O. Application to the Office of the Director for appropriate action. | None | 3 minutes per application | <i>Records Personnel</i> |
| | 1.5 Evaluates the S.O. Application | None | 15 minutes per student | <i>Education Supervisor In-Charge of the Program</i> |
| | 1.6 Issues deficiency letter, if deficient. | None | 15 minutes per application | <i>Education Supervisor In-Charge of the Program</i> |
| | 1.7 Recommends issuance of Special Order, if in order. | None | 5 minutes per application | <i>Education Supervisor In-Charge of the Program</i> |
| | 1.8 Assigns Special Order Number | None | 3 minutes per application | <i>S.O. Focal Person</i> |

| | | | | |
|------------------------------|---|------|---------------------------|----------------------------------|
| | 1.9 Approves the Special Order | None | 2 minutes per application | <i>Director IV</i> |
| | 1.10 Forwards the signed Special Order to the Records Section | None | 10 minutes per batch | <i>Secretary of the Director</i> |
| Receive Special Order Number | 1.11 Seals and Releases the Special Order Number to HEIs or Authorized Representative | None | 3 minutes per application | <i>Records Personnel</i> |

21. Conduct of CHEDRO Regular Monitoring of HEIs

Regular monitoring of HEIs is done to validate the program compliance per policies standards and guidelines (PSGs) of each tertiary programs and manual of regulations for private higher education (MORPHE).

| Office or Division: | Technical | | |
|---|--|------------------------|--|
| Classification: | Highly Technical | | |
| Type of Transaction: | G2G- Government to Government G2B- Government to Business | | |
| Who may avail: | Private and Public HEIs | | |
| CHECKLIST OF REQUIREMENTS | | WHERE TO SECURE | |
| Credentials of Administration and Faculty | | HEI | |
| Credentials of Academic non-teaching and non- academic non-teaching employees | | HEI | |
| Notarized employment contracts/ Appoint of employees | | HEI | |
| Enrollment List | | HEI | |
| Copy of Permits and Recognition Conspicuously displayed | | HEI | |
| Copy of Contents noted curriculum | | HEI | |
| Copy of Contents noted tuition and other school fees conspicuously displayed | | HEI | |
| Evidence of Compliance to the required facilities of each program offerings | | HEI | |
| Inventory of library holdings/materials, equipment | | HEI | |
| List of updated equipment and supplies | | HEI | |
| Presence of guidance services with qualified guidance counselors | | HEI | |

| Presence of laboratory requirements per program | | HEI | | |
|---|---|-----------------|-----------------|--|
| CLIENT STEPS | AGENCY ACTIONS | FEES TO BE PAID | PROCESSING TIME | PERSON RESPONSIBLE |
| 1. | Schedule the monitoring visit and assign monitoring team | None | 4 Hours | RD/CEPS |
| 2. | Draft a letter informing the HEI of the visit, to be reviewed by the CEPS and to be approved by the RD | None | 1 Hour | Education Supervisor II, CEPS and RD |
| 3. Receive the letter regarding the monitoring visit | Release the letter regarding the monitoring visit through email or fax | None | 30 Minutes | Records Officer/MIS Unit (for email) |
| 4. Assist the CHED monitoring team in providing the necessary documents | Conduct monitoring visit using appropriate monitoring report form | None | 1 Day | CHED RO 3 Monitoring Team |
| 5. | Drafts and finalizes the monitoring report and transmittal, to be reviewed by CEPS and to be approved by RD | None | 7 Days | CHED RO 3 Monitoring Team, CEPS and RD |
| 6. Receive the transmittal and monitoring report | Release the transmittal and monitoring report | None | 30 Minutes | Records Officer |

FEEDBACK AND COMPLAINTS MECHANISMS

How to send a feedback

1. The client may send his/her feedback through any one or more of the following:

- ✓ Accomplish the feedback form available at the Public Assistance and Complaints Desk and put this in the drop box located at the lobby.
- ✓ Send his/her feedback thru any of CHEDRO III's official e-mail address, chedro3@ched.gov.ph, imchedro3scholar@gmail.com or any of this Office's social media accounts:

Facebook : www.facebook/CHEDRegionalOffice3/
www.facebook/StufapsUnit/

Youtube : www.youtube.com/CHEDRegionalOffice3

- ✓ Talk to our Front Desk Officer

2. CHEDRO III also uses the following methods in determining client perceptions and degree of satisfaction:

- ✓ One-on-one interview with key customers;
- ✓ In-depth focus group discussion with the frontline service providers and key customers as members

Instrument

CHEDRO III uses a feedback form in determining client perceptions and degree of satisfaction. Clients are asked to give feedbacks for the staff and the office, in general.

Clients may rate the services of the staff and office using numerical rating, as follows: *5-Excellent, 4-Very Good, 3-Good, 2-Fair and 1-Poor/Needs Improvement*

| CHEDRO 3 Customer Feedback Form <i>(Palatandaan ng Pagganap sa Tungkulin)</i> | |
|---|--|
| Kindly check the box that corresponds to your answer <i>(Mangyari i-check ang kahong naaayon sa inyong kasagutan)</i> | |
| 5-Excellent | 4-Very Good |
| 2-Fair | 1-Poor/Needs Improvement |
| Name of the Staff: <i>(Pangalan ng Empleyado)</i> | |
| | 5 4 3 2 1 |
| 1 | Was courteous & helpful <i>(Magalang at Matulungin)</i> |
| 2 | Provided prompt service <i>(Nagbigay ng maagap na serbisyo)</i> |
| 3 | Provided accurate information <i>(Nagbigay ng tamang impormasyon)</i> |
| 4 | Was honest & professional <i>(Tapat at propesyunal)</i> |
| Name of Office: <i>(Opisina)</i> | |
| | 5 4 3 2 1 |
| 1 | Provided adequate information <i>(Nagbigay ng sapat impormasyon)</i> |
| 2 | Had clear procedures <i>(Maliwanag ang patakaran)</i> |
| 3 | Had adequate facilities/equipment <i>(Sapat ang pasilidad/kagamitan)</i> |
| I am satisfied with the service I received. <i>(Masaya ako sa natanggap kong serbisyo)</i> | |
| Suggestion to improve our service. <i>(Mungkahi para mapabuti ang aming serbisyo)</i> | |
| Thank you for taking time to complete our customer survey! (Salamat sa pagsagot sa aming surbey) | |
| Name (optional): _____ Date: _____ | |
| Please return this form at the Front Desk. <i>(Pakibalik ito sa Front Desk)</i> | |
| How feedback is processed | 1. At the end of each month, all feedback forms are collected and collated; 2. All clients' responses are tabulated i.e, <i>number of clients who rated the staff 5 for item "was courteous & helpful", number of clients who rated the Office 1 for item "Has clear procedures"</i> 3. Afterwhich, results are analyzed, interpreted and reported; 4. The results obtained are used for improvement of the frontline services of CHEDRO III. |
| How to file a complaint | A complaint may be filed through any of the following: 1. Formal written complaint 2. Personal appearance 3. CHEDRO III's email accounts (chedro3@ched.gov.ph , imchedro3scholar@gmail.com) 4. Phone (045) 436-1847, 4361846, 455-1662, 402-6659 |
| How complaints | See procedures in addressing complaints/disputes |

| | |
|-----------------------------------|---|
| are processed | |
| Contact information of CHEDRO III | (045) 436-1847, 4361846, 455-1662, 402-6659 |
| | |
| | |

| Office | Address | Contact Information |
|---------------------------------|--|---------------------------|
| Office of the Regional Director | DMGC Brgy. Maimpis, City of San Fernando, Pampanga | (045) 455-1662;; |
| Technical Division | DMGC Brgy. Maimpis, City of San Fernando, Pampanga | (045) 402-6659 |
| Administrative Division | DMGC Brgy. Maimpis, City of San Fernando, Pampanga | (045) 436-1846; 436-1847. |