

**III. OFFICE OF THE DIRECTOR FOR STUDENT SERVICES (DSS)
FRONTLINE SERVICES**

1. STUDENT SERVICE'S FRONTLINE SERVICES : ISSUANCE OF CERTIFICATE OF GOOD MORAL CHARACTER
TOTAL RESPONSE TIME : 10 MINUTES

STEP BY STEP PROCEDURE		DURATION	REQUIREMENT S	FEE	PERSON RESPONSIBLE	LOCATION
CLIENT	SERVICE PROVIDER					
1. Pay the Certificate of Good Moral Character		} 10 minutes		25.00	- Collecting Officer	Cashier's Office
2. Present O.R of payment to OSS staff	3. Prepare Certificate of Goof Moral Character				-DSS Jaybee Omaweng -DSS staff Arlene Latawan	
	4. Issue the Certificate and register in the logbook				-DSS Jaybee Omaweng -DSS staff Arlene Latawan	
END OF TRANSACTION						

2. STUDENT SERVICE'S FRONTLINE SERVICES : ISSUANCE OF STUDENT HANDBOOK
TOTAL RESPONSE TIME : 5 MINUTES

STEP BY STEP PROCEDURE		DURATION	REQUIREMENTS	FEE	PERSON RESPONSIBLE	LOCATION
CLIENT	SERVICE PROVIDER					
1. Pay the student handbook		} 10 minutes		100.00	- Collecting Officer	Cashier's Office
5. Present O.R of payment to OSS staff	6. Issuance of the Handbook		O.R.		-DSS Jaybee Omaweng -DSS staff Arlene Latawan	DSS Office
	7. Register the issued handbook in the logbook				-DSS Jaybee Omaweng -DSS staff Arlene Latawan	DSS Office
END OF TRANSACTION						