



Republic of the Philippines  
BULACAN AGRICULTURAL STATE COLLEGE  
DOÑA REMEDIOS TRINIDAD, CAMPUS  
Doña Remedios Trinidad, Bulacan

# CITIZEN'S CHARTER

*Bringing Quality Education Closer to Home.*

# CITIZEN'S CHARTER

## BULACAN AGRICULTURAL STATE COLLEGE - DOÑA REMEDIOS TRINIDAD CAMPUS

### PREAMBLE

In order to raise the standard and quality of public services, fulfill the needs & expectations of the citizens and carry out the services effectively and efficiently being provided by this organization, Citizen's Charter for the Bulacan Agricultural State College has been prepared. The Charter seeks to provide a framework which enables our clientele to know:

1. Services offered of the Bulacan Agricultural State College.
2. Redressal of public grievances if any in regards to services of College.

The prime objective behind the Charter is to ensure transparency, public participation and accountability, standard of services, nondiscrimination, courtesy, easy information and Grievances Redressal whenever possible.

### PHILOSOPHY

Bulacan Agricultural State College believes that excellence and productivity are ideals nurtured and promoted in this academic community, ensuring the effective preparation and delivery of services for the general welfare of its people.

### VISION

The Bulacan Agricultural State College as an outstanding higher education with its provision of affordable and excellent education.

## MISSION

The Bulacan Agricultural State College shall strive an excellence in agriculture and other allied disciplines. It shall provide for an address ever changing educational needs and services for those seeking to expand their intellectual horizons. It shall address national and international issues and established as a major process contributor to the progress of the global community.

## CAMPUS MISSION

To enhance the quality of education, focusing on the students beyond the reach of lowland, enrich professional practice, prefer to become legally employable and globally competitive one.

## FEEDBACK AND REDRESS MECHANISMS

Please help us serve you better by doing any of the following:

- give your suggestions by accomplishing a Feedback Form and drop it in the suggestion box located at the Administration building.
- approach our Campus Director or any of the Faculty members for whatever assistance you need.

Thank you for helping us improve our services.

## PERFORMANCE PLEDGE

WE, the officials and employees of the  
**BULACAN AGRICULTURAL STATE COLLEGE,**  
pledge efficient and equitable public service to all clientele  
as stated in this Citizens' Charter.

Specifically, we will:

Serve with integrity, equality and professionalism.

Attend to public's concerns courteously  
and without delay.

Work according to the eight-hour standard working time,  
or beyond when the need warrants.

Be presentable at all times by wearing proper  
office attire and identification.

Provide feedback system to assess quality service rendered  
and make necessary improvements.

Provide comfortable waiting areas and frontline  
personnel to attend immediately to public's queries.

## LIST OF FRONTLINE SERVICES

1. Admission and Registration of Students to the College during enrolment period.
2. Issuance of Certificate of Registration during enrolment period.
3. Issuance of other college Certifications.

## ADMISSION AND REGISTRATION OF STUDENTS AND FLOWCHART

### *For Freshmen and New Students*

1. Submit the following requirements to the Campus Registrar's Office:

- a. Entrance examination result;
- b. Original copy of the following:

#### **New Students**

- Form 138-A (Original Report Card) / Form 137-A
- Certificate of Good Moral Character
- Two (2) pcs. I.D. picture (2" x 2")
- Two (2) pcs. I.D. picture (1" x 1")
- Photocopy of Birth Certificate (NSO)
- College Entrance Examination Result

#### **Transferees**

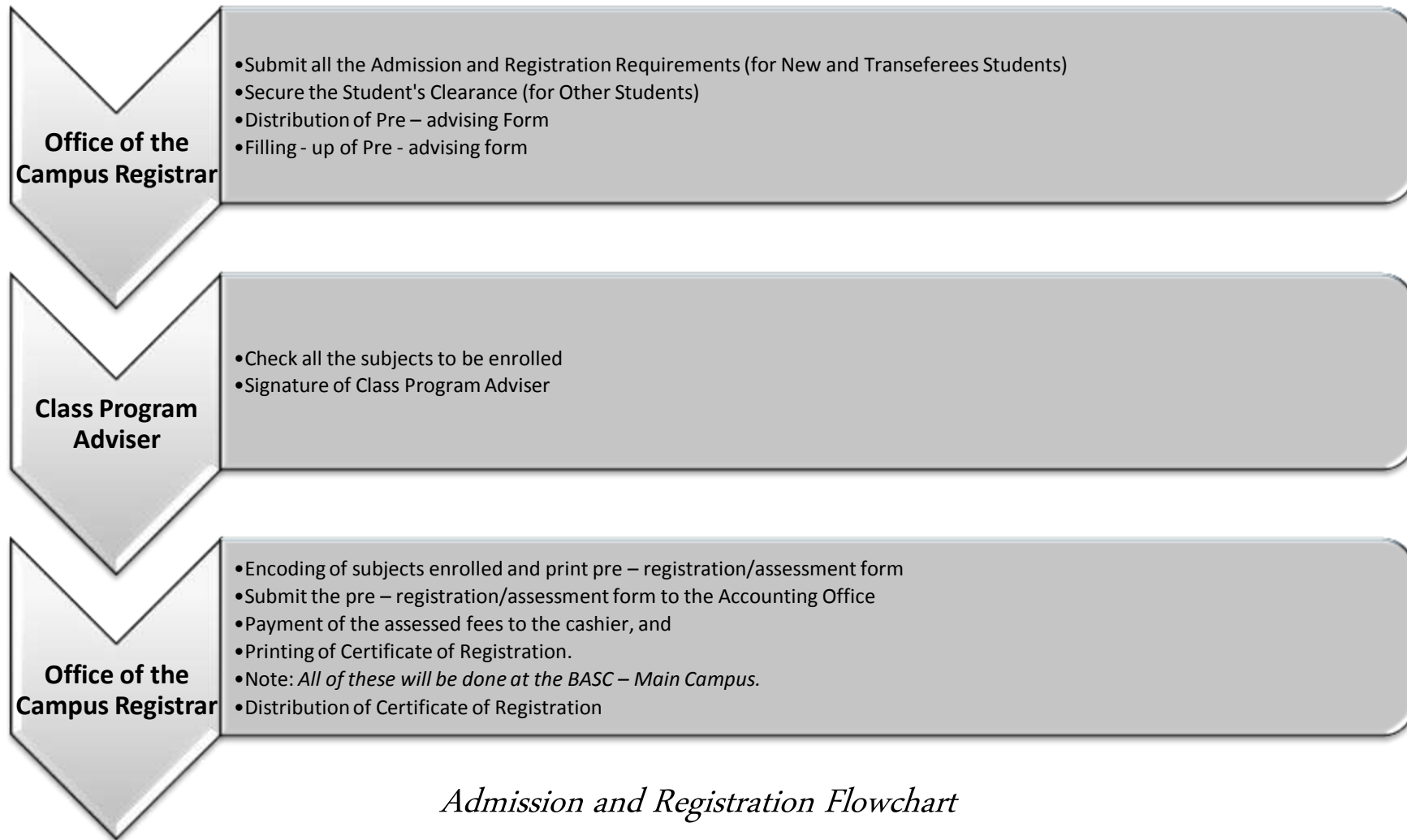
- Transcript of Records or Certificate of Grades
- Honorable Dismissal
- Certificate of Good Moral Character
- Two (2) pcs. I.D. picture (2" x 2")
- Two (2) pcs. I.D. picture (1" x 1")
- Photocopy of Birth Certificate (NSO)
- College Entrance Examination Result

If all documents are in order, you will be given an application form for enrolment.

2. Fill-up the application form for enrolment. This form should be filled up properly and completely. If in order, you will be given a pre - advising form.
3. Fill - up pre - advising form by copying the schedule of subjects posted in the bulletin board outside the Office of the Campus Registrar.
4. Secure the pre - advising form with the signature of your Class Program Adviser.
5. Submit your accomplished pre - advising form to the Campus Registrar and pay an initial amount of your tuition for at least 50%. The Campus Registrar will process your enrolment at the BASC - Main Campus including the following:
  - a. encoding of your subjects enrolled and print pre - registration/assessment form
  - b. submit the pre - registration/assessment form to the Accounting Office
  - c. payment of the assessed fees to the cashier, and
  - d. printing of Certificate of Registration.
6. Distribution of Certificate of Registration

### *For Other Students*

1. Secure the Student's Clearance and get a pre - advising form to the Office of the Campus Registrar.
2. Fill - up pre - advising form by copying the schedule of subjects posted in the bulletin board outside the Office of the Campus Registrar. This form should be filled - up properly and completely.
3. Secure the pre - advising form with the signature of your Class Program Adviser.
4. Submit your accomplished pre - advising form to the Campus Registrar and pay an initial amount of your tuition for at least 50%. The Campus Registrar will process your enrolment at the BASC - Main Campus including the following:
  - a. encoding of your subjects enrolled and print pre - registration/assessment form
  - b. submit the pre - registration/assessment form to the Accounting Office
  - c. payment of the assessed fees to the cashier, and
  - d. printing of Certificate of Registration



*Admission and Registration Flowchart*

**CONGRATULATIONS! You are now officially enrolled.**

<b>Frontline Services</b>	<b>Requirements</b>	<b>Process Cycle Time</b>	<b>Fees</b>	<b>Responsible Person</b>	<b>Office/Location</b>
1. Registration/Enrolment	<ul style="list-style-type: none"> <li>• Duly signed clearance (for old students)</li> <li>• Entrance requirements (for new students)</li> </ul>	One (1) day	As indicated in the pre - assessment/ registration form	<ul style="list-style-type: none"> <li>• Campus Registrar</li> <li>• Class Program Adviser</li> </ul>	<ul style="list-style-type: none"> <li>• Office of the Campus Registrar</li> <li>• Office of the Class Program Adviser</li> </ul>
2. Evaluations of Student's records	<ul style="list-style-type: none"> <li>• School ID</li> <li>• Latest registration form</li> </ul>	Two (2) to Three (3) days	₱20.00	<ul style="list-style-type: none"> <li>• Cashier</li> <li>• Campus Registrar</li> </ul>	<ul style="list-style-type: none"> <li>• Office of the Campus Registrar</li> <li>• BASC - Main Campus</li> </ul>
3. Availment of Borrower's Card	<ul style="list-style-type: none"> <li>• Application Form</li> </ul>	Ten (10) to Fifteen (15) minutes	₱10.00	<ul style="list-style-type: none"> <li>• Campus Librarian</li> </ul>	<ul style="list-style-type: none"> <li>• Campus Library</li> </ul>
4. Borrowing of Books	<ul style="list-style-type: none"> <li>• Borrower's Card</li> </ul>	As needed by the clients	None	<ul style="list-style-type: none"> <li>• Campus Librarian</li> <li>• Student Assistant</li> </ul>	<ul style="list-style-type: none"> <li>• Campus Library</li> </ul>
5. Use of books/internet access	<ul style="list-style-type: none"> <li>• Borrower's Card</li> </ul>	As needed by the client	None	<ul style="list-style-type: none"> <li>• Campus Librarian</li> <li>• Student Assistant</li> <li>• Computer Lab Administrator</li> </ul>	<ul style="list-style-type: none"> <li>• Campus Library</li> <li>• Computer Lab Administrator</li> </ul>
6. Dormitory Services	<ul style="list-style-type: none"> <li>• Duly accomplished Application Form</li> </ul>	Ten (10) minutes or as need arises	Two (2) months advance and one (1) month	<ul style="list-style-type: none"> <li>• Dormitory Manager</li> </ul>	<ul style="list-style-type: none"> <li>• Dormitory Manager's Office</li> </ul>



			deposit amounting to ₱150.00		
7. Payment of Fees <ul style="list-style-type: none"> <li>• Enrolment fess</li> <li>• Certificate               <ul style="list-style-type: none"> <li>○ Grades</li> <li>○ Enrolment</li> <li>○ Good Moral</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Assessment form</li> <li>• Application form</li> <li>• Student's Clearance</li> </ul>	10 to 20 minutes	As assessed  ₱20.00  ₱20.00	<ul style="list-style-type: none"> <li>• Collecting Officer</li> <li>• Campus Registrar</li> <li>• Guidance Counsellor</li> </ul>	<ul style="list-style-type: none"> <li>• Office of the Collecting Officer</li> <li>• Office of the Campus Registrar</li> <li>• Office of the College Registrar (Main Campus)</li> <li>• Office of the Guidance Counsellor</li> </ul>
8. Issuance of Examination permit	<ul style="list-style-type: none"> <li>• Official Receipt as proof of payment</li> </ul>	2 minutes	Required Payment	<ul style="list-style-type: none"> <li>• Campus Registrar</li> </ul>	<ul style="list-style-type: none"> <li>• Office of the Campus Registrar</li> </ul>
9. Filing of Application for Admission test	<ul style="list-style-type: none"> <li>• 2 pcs. 1x1 ID picture</li> <li>• Form 138 - A photocopy</li> <li>• Testing fee receipt</li> </ul>	2 minutes	₱200.00	<ul style="list-style-type: none"> <li>• Campus Registrar</li> </ul>	<ul style="list-style-type: none"> <li>• Office of the Campus Registrar</li> </ul>

10. Interview of Transferees	<ul style="list-style-type: none"> <li>• TOR/Certificate Of Grades</li> <li>• Honorable Dismissal</li> </ul>	10 minutes	None	<ul style="list-style-type: none"> <li>• Campus Registrar</li> <li>• Campus Director</li> </ul>	<ul style="list-style-type: none"> <li>• Office of the Campus Registrar</li> <li>• Office of the Campus Director</li> </ul>
11. Signing of Clearances	<ul style="list-style-type: none"> <li>• Full payment of assessed fees</li> </ul>	5 to 10 minutes	None	<ul style="list-style-type: none"> <li>• Class Program Adviser</li> <li>• Campus Librarian</li> <li>• Guidance Counsellor</li> <li>• Campus Registrar</li> <li>• Accounting</li> <li>• Campus Director</li> </ul>	<ul style="list-style-type: none"> <li>• Office of the signatories indicated</li> </ul>

Prepared by:

**ANTHONY C. ORTEGA**  
*Campus Director*

Recommending Approval:

**ROBERTO C. WAGAN, Ph.D**  
*VP - ACSA*

Approved:

**GERARDO I. MENDOZA, Ph.D.**  
*President*

BULACAN AGRICULTURAL STATE COLLEGE  
San Ildefonso, Bulacan

FEEDBACK FORM  
(Pananaw O Puna)

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

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Based on the delivery of our services, please use this feedback form for your compliments, complaints, or suggestions. Please check the appropriate box.  
*Maaring ipaalam ninyo po sa amin kung kaya ay aming napaglingkuran. Gamitin po ito para sa inyong papuri, reklamo o mungkahi. I-tsek po ang naayong kahon.*  
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Compliment  
(Papuri)

Complaint  
(Reklamo)

Suggestion  
(Mungkahi)

Name: \_\_\_\_\_  
(Pangalan)

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

Contact Number(s) (If any): \_\_\_\_\_  
(Telepono)

Email Address (If any): \_\_\_\_\_

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

Office Concerned or Involved: \_\_\_\_\_  
(Tanggapan o opisina na may kinataman sa papuri, reklamo, o mungkahi)

Cite the Incident:  
(Detalye ng pangyayari): \_\_\_\_\_

\_\_\_\_\_

Suggestion(s) / Desired Action from our Office  
(Mungkahi / Nais na aksyon mula sa aming tanggapan): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_