

APPLICATION / RENEWAL PROCEDURE FOR SCHOLARSHIP

Schedule of availability of Service:

Monday – Friday; 8:00AM-12NN/ 1:00PM-5:00PM (No Noon Break)

Step	Applicant/Client	Service Provider	Duration	Person in Charge	Fees	Form
1	Applicant Submits the following documents: -Accomplished OSFAS Application Form -2x2 Picture -Letter of Intent -Autobiography -Certificate of Registration -Certificate of Grades -ITR/ Certificate of Brgy. Indigency -Clear Photo of Residence	Accept, check and evaluate the requirements	4 minutes	OSFAS Staff / Student Assistants	None	Application Form (BULSU-OP-OSFAS-01F1) Renewal Form (BULSU-OP-OSFAS-02F1)
2	Applicants undergo examination	Conduct exam	30 minutes	OSFAS Staff / Benefactor	None	Examination form
3	Applicants undergo interview	Conduct Interview	5 minutes	OSFAS Staff / Benefactor	None	N/A
4	Applicants gets notice of acceptance	Posting of qualified applicants at the University Bulletin Board	2 minutes	OSFAS Staff / Student Assistants	None	Final List of grantees from OSFAS
5	Applicants gets Contract (Individual MOA) & accomplished the said contract	Issue scholarship contract	3 minutes	OSFAS Staff / Benefactor	None	MOA / Logbook (BULSU-SP-QMS-05F1)
END OF TRANSACTION (TOTAL = 44 Minutes)						



Contact Center ng Bayan

Your direct line to quality government service
Hotline: 1-6565 *5.00 VAT per call here in the Philippines via PLDT landlines from 8 am to 5 pm, Monday to Friday
SMS/Text Access: 0908-8816565
Log-on to www.contactcenterngbayan.gov.ph

www.facebook.com/contactcenterngbayan

FEEDBACK AND REDRESS MECHANISMS

Bulacan State University shall establish and implement a feedback mechanism which includes the following:

- Accomplish our Customer Satisfaction Feedback Form available in the offices and put this in the drop box outside the concerned office or at the Centralized Receiving Unit, Ground Floor Level of the Flores Hall.
- Send your feedback through e-mail at officeofthepresident@bulsu.edu.ph or call (044)791-0153.

Sources of feedbacks	Office-in-Charged
Feedback from Students and Parents	Office of the Student Affairs
Feedback from Faculty and Staff	Human Resource Management Office



VISION

Bulacan State University is a progressive knowledge generating institution globally recognized for excellent instruction, pioneering research, and responsive community engagements.

MISSION

Bulacan State University exists to produce highly competent, ethical and service-oriented professionals that contribute to the sustainable socio-economic growth and development of the nation.

CITIZEN'S CHARTER (Step-by-Step)

This Citizen 's Charter is in compliance with RA 9485 otherwise known as the Anti-Red Tape Act of 2007 (ARTA) and Civil Service Memorandum NO.12, S. 2008.

This Citizen 's Charter is a product of collaborative efforts of the University's Key Officials, Deans, Directors and Heads of Units. It **describes the step-by-step procedures** in availing the key services of the University in commitment to provide efficient and highest quality services to the clients. It ensures transparency and right to information.

We hope that on their part, the clients would respond and reciprocate in a positive way because we believe BulSU is pushing aggressively to make a difference.

SOAR BulSU!

Service to God and Community Order and Peace

Assurance of Quality and Accountability Respect and Responsibility

OFFICE OF THE ADMISSION & ORIENTATION SERVICES

ATBuSU Application for NEW COLLEGE STUDENT

Monday – Friday: 8:00am – 5:00pm (No noon break)

Step	Applicant/Client	Service Provider	Duration	Person in Charge	Fees	Form
1	Applicant submits the following documents to Admissions Office: A. Certified True Copy of Report Card (Form 138) or Transcript of Records. B. Certificate of Good Moral Character C. 2 Copies of 2x2 ID Picture, white background, with complete name tag and in school uniform D. Certification from the School Principal that the applicant belongs to the upper ten percent of the graduating class (For College of Education Applicants only)	Receives accomplished application form and evaluate other required documents	4 minutes	Head of Admissions Office and Clerks	None	Application Form 1 (BuSU-OP-UAO-01F1)
2	Applicants Receives Examination Permit	Schedules the date of Examination	2 minutes	Head of Admissions Office and Clerks	None	Application Form 1 (BuSU-OP-UAO-01F1)
END OF TRANSACTION (TOTAL = 6 Minutes)						

RESERVATION OF SLOT FOR INCOMING GRADE 7

Step	Applicant/Client	Service Provider	Duration	Person in Charge	Fees	Form
1	Applicant submit a Certified True Copy of Report Card (Form 138)	Receives the document and process the reservation of the slot.	3 minutes	Head of Admissions Office and Clerks	None	
2	The applicant pays the non-refundable reservation fee	Cashier's Office	5 minutes	University Cashier and Staff	Php. 300.00	Validated Certified True Copy of Report Card (Form 138)
3	Applicants submit the Official Receipt	Receives and Record the Official Receipt	2 minutes	Head of Admissions Office and Clerks	None	Official Receipt
END OF TRANSACTION (TOTAL = 10 Minutes)						

ATBuSU APPLICATION FOR GRADE 7 and CPTe STUDENTS

Step	Applicant/Client	Service Provider	Duration	Person in Charge	Fees	Form
1	Applicant submits the following documents to Admissions Office A. Certified True Copy of Report Card (Form 138) or Transcript of Records. B. Certificate of Good Moral Character (for Grade 7 only). C. 2 Copies of 2x2 ID Picture, white background, with a complete name tag and in school uniform	Receives accomplished application form and evaluate other required documents	4 minutes	Head of Admissions Office and Clerks	None	Application Form 1 (BuSU-OP-UAO-01F1)
2	The applicant pays the ATBuSU Testing Fee (non-refundable)	Cashier's Office	5 minutes	University Cashier and Staff	Php. 300.00	
3	Applicants Receives Examination Permit	Schedules the date of Examination	2 minutes	Head of Admissions Office and Clerks	None	Official Receipt and Application Form 1 (BuSU-OP-UAO-01F1)
END OF TRANSACTION (TOTAL = 11 Minutes)						

OFFICE OF THE STUDENT FINANCIAL ASSISTANCE AND SCHOLARSHIPS

APPLICATION / RENEWAL PROCEDURE of FINANCIAL ASSISTANCE

Step	Applicant/Client	Service Provider	Duration	Person in Charge	Fees	Form
1	Applicant Submits the following documents: A. Accomplished OSFAS Application form B. 2x2 picture C. Certificate of Registration D. Certificate of Grades E. ITR/Certificate Brgy. Indigency	Accept, check and evaluate the requirements	4 minutes	OSFAS Staff / Student Assistants	None	Application Form (BuSU- OP-SFAS-01F1) Renewal Form (BuSU- OP-SFAS-02F1)
2	Screening of applicants	Application form with requirements	1 minute	OSFAS Staff	None	N/A
3	Applicant gets notice of acceptance	Posting of qualified applicants at the University Bulletin Board	2 minutes	OSFAS Staff/ Student Assistants	None	Final list of awardees from OSFAS
END OF TRANSACTION (TOTAL = 7 Minutes)						