



**PHILIPPINE NORMAL UNIVERSITY**  
**The National Center for Teacher Education**  
**South Luzon Campus**  
**Lopez, Quezon**

**CITIZEN'S CHARTER**

**REGISTRAR'S OFFICE**

<b>Title of Frontline Service</b>	:	<b>Filling of Application for Documents</b>
Schedule of availability of service	:	Monday – Friday, 8:00am – 5:00pm
Key Person	:	Coordinator, Admission and Registrar
Who may avail of the service?	:	Graduate and Undergraduate Students and Alumni
What are the requirements?	:	1. Accomplished Request Form 2.
Duration	:	30 minutes
How to avail this service?	:	Graduate, Undergraduate Students and Alumni.

Applicants may apply for the issuance of the following documents

1. Transcript of Records
  - Graduate
  - Certificate of Teaching Program
  - Undergraduate
2. Certification
  - Completion of Academic Requirement (CAR)
  - Detailed Description of Subjects
  - Enrolment
  - General Weighted Average (GWA)
  - Grades
  - Graduation
  - Units Earned
3. Diploma
  - Duplicate
4. Evaluation of Grades (Graduate Level)
5. Checklist of Courses

6. Completion of Grades
7. Certified True Copy of Entrance Data
8. Honorable Dismissal/Transfer Credential
9. Withdrawal of Courses
10. Others
  - CAV (Certification of Authentication and Verification of Documents)
  - DFA Endorsement

Step	Applicant /Client	Service Provider	Duration of Activity	Person in-Charge	Fees	Form/Documents of Applicants
1	Fill-out Application Form for Documents	Issues and checks Application Form for Documents	2 minutes	Registrar / Staff	None	Request Form
2	Present Request Form a the Accounting Office and secure order of payment	Provide Order of Payment with corresponding amount	2 minutes	Accounting Services Staff	None	Order of Payment
3	For first-time applicant, a general clearance is required if documents applied for are any of the following: TOR, Diploma and Evaluation of Grades in the Graduate Level. Secure General Clearance at the Accounting Office. <b>*If not Applicable proceed to STEP 4*</b>	Issues General Clearance	20 minutes	Coordinators: Admission and Registrar, Library Services ,Torch Publication, CASDU,Guidance Services, Student Services, Adviser , Cashier, Property Services, Head of Academics, Executive Director	None	General Clearance Form
4	Pay the indicated fee for the request and secure official receipt of the payment at the Cashier's Office	Accept Cash Payment and issues corresponding Official receipt	3 minutes	Cashier	As prescribed in the PWEBSS Based on the number of Copies applied for	Official Receipt and Application for Documents

5	Present Request Form with Official receipt at the Registrar's Office	Verifies Receipt and issue the claim stub/slip.	3 minutes	Registrar / Staff	None	Claim stub/slip
<b>END OF TRANSACTION Total no. of Minutes :30 minutes</b>						



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**Title of Frontline Service** : **Application for Admission Test in Undergraduate (For Incoming Freshmen)**

Schedule of availability of service : Monday – Friday, 8:00am – 5:00pm

Key Person : Coordinator, Admission and Registrar

Who may avail of the service? : Graduate and Undergraduate Students and Alumni

What are the requirements? : 15 minutes

1. Accomplished Application Form
2. High School Card (original/photocopy)
3. Transcript of Record and Honorable Dismissal (For Transferees)
4. Certificate of Good Moral Character
5. Certified True Copy of Birth Certificate
6. Admission Test Fee P350.00

Duration : 15 minutes

How to avail this service? : Interested Incoming Freshmen

<b>S t e p</b>	<b>Applicant /Client</b>	<b>Service Provider</b>	<b>Duration of Activity</b>	<b>Person in-Charge</b>	<b>Fees</b>	<b>Form/Documents of Applicants</b>
<b>1</b>	Present admission requirements for evaluation	Evaluates admission requirements submitted by the applicant	3 minutes/applicant	Coordinator, Admission and Registrar/Staff	None	High School Card /Transcript of Records
<b>2</b>	Get and Fill out Application Form for Admission Test	Issues Application Checks Information entries of applicant and attach requirements	4 minutes/applicant	Coordinator, Admission and Registrar/Staff	None	Application Form for Admission

<b>3</b>	Proceed to Accounting Office and Secure Order of Payment	Provide Order of Payment with corresponding amount	2 minutes	Accounting Staff	None	Order of Payment and Application Form
<b>4</b>	Pay the Admission Test at the Cashiers Office	Accept Cash Payment and issues corresponding Official receipt	3 minutes	Cashier	P 350	Official Receipt /Application Form
<b>5.</b>	Present Official Receipt and Submit the Application Form at the Registrar's Office	Issues Examination Permits and Compiles accomplish form	3 minutes	Coordinator, Admission and Registrar/Staff	None	Examination Permit
<b>END OF TRANSACTION Total no. of Minutes :15 minutes</b>						



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**Title of Frontline Service** : **Undergraduate Enrolment for Regular Sophomore to Senior Students**  
**Schedule of availability of service** : As Schedule in the University Calendar  
**Key Person** : Registrar's Office Staff  
**Who may avail of the service?** : Undergraduate Regular Student  
**What are the requirements?** : 1. Student ID card  
2.  
**Duration** : 17 minutes  
**Procedure to avail the Service**

Step	Applicant/Client	Service Provider	Duration of Activity	Person in-Charge	Fees	Form/Document/s of Applicant
1	Open Personal PWEBSS Account, Check the Schedule of Classes posted in your Portal and Print the assessment	Assist Students in checking their schedule	10 minutes	Staff	None	Assessment /Student Voucher
2	Proceed to Accounting Office and Secure Order of Payment	Provide Order of Payment with corresponding amount	2 minutes	Accounting Staff	None	Assessment /Student Voucher and Order of Payment
3	Pay Tuition & Miscellaneous fees at the Cashier's Office	Accepts Payment for enrolment	3 minutes	Cashier	As prescribed in the PWEBSS Computed based on the	Official Receipt of Payment

					number of units taken	
4	Proceed to the Registrar's office and present Official Receipt	Print out students Registration Form and Validate ID	3 minutes	Registrar's Office Staff	None	Registration Form
<b>END OF TRANSACTION Total No. of Minutes = 17 minutes</b>						



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**Title of Frontline Service** : **Enrolment of Irregular/Readmitted Students**  
Schedule of availability of service : As Schedule in the University Calendar 8:00 am- 5:00 pm  
Key Person : Registrar's Office Staff  
Who may avail of the service? : Irregular/Readmitted Students  
What are the requirements? : Clearance; Certificate of Readmission  
Duration : 23 minutes

Procedure to avail the Service

Step	Applicant/Client	Service Provider	Duration of Activity	Person in-Charge	Fees	Form/Document/s of Applicant
1	See the Registrar for Evaluation of subjects to be enrolled	Evaluates students records/file	5 minutes	Registrar	None	Copy of Grades and Evaluation Sheet
2	Open Personal PWEBSS Account, Check the Schedule of Classes posted in your Portal and Print the assessment	Assist Students in checking their schedule	10 minutes	Staff	None	Assessment /Student Voucher
3	Proceed to Accounting Office and Secure Order of Payment	Provide Order of Payment with corresponding amount	2 minutes	Accounting Staff	None	Assessment /Student Voucher and Order of Payment



4	Pay Tuition & Miscellaneous fees at the Cashier's Office	Accepts Payment for enrolment	3 minutes	Cashier	As prescribed in the PWEBSS Computed based on the number of units taken	Official Receipt of Payment
5	Proceed to the Registrar's office and present Official Receipt	Print out and Issues students Registration Form and Validate ID	3 minutes	Registrar's Office Staff	None	Registration Form
<b>END OF TRANSACTION Total No. of Minutes = 23 minutes</b>						



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**Title of Frontline Service** : **Enrolment of Incoming Freshmen (Undergraduate)**  
Schedule of availability of service : As Schedule in the University Calendar 8:00 am- 5:00 pm  
Key Person : Registrar's Office Staff  
Who may avail of the service? : Incoming Freshmen  
What are the requirements? : Certificate of Admission  
Duration : 22 minutes

**Procedure to avail the Service**

<b>Step</b>	<b>Applicant/Client</b>	<b>Service Provider</b>	<b>Duration of Activity</b>	<b>Person in-Charge</b>	<b>Fees</b>	<b>Form/Document/s of Applicant</b>
1	Submit Certificate of Admission at the Registrar's Office and Registration slip form	Check students Certificates of Admission and Issue Registration slip	2 minutes	Registrar's Office Staff	None	Certificate of Admission/Registration Slip
2	Proceed to Designated room and copy your schedule	Assist students	2 minutes	Registrar's Office Staff	None	Registration Slip
3	Open Personal PWEBSS Account, Check the Schedule of Classes posted in your Portal and Print the assessment	Assist Students in checking their schedule	10 minutes	Staff	None	Assessment /Student Voucher and Registration Slip

4	Proceed to Accounting Office and Secure Order of Payment	Provide Order of Payment with corresponding amount	2 minutes	Accounting Staff	None	Assessment /Student Voucher and Order of Payment
5	Pay Tuition & Miscellaneous fees at the Cashier's Office	Accepts Payment for enrolment	3 minutes	Cashier	As prescribed in the PWEBSS Computed based on the number of units taken	Official Receipt of Payment
5	Proceed to the Registrar's office and present Official Receipt	Print out students Registration Form and Issues Students Registration Form	3 minutes	Registrar's Office Staff	None	Registration Form
<b>END OF TRANSACTION Total No. of Minutes = 22 minutes</b>						