



**BACOLOD CITY COLLEGE**  
Bacolod City

Provide quality tertiary education in the delivery of the tri-focal functions of Bacolod City College as a higher education institution in instruction, research and community extension across the degree programs offered, and in the delivery of technical-vocational programs as a training institution, in accordance with CHED policy standards and guidelines, and TESDA training regulations.

**1. Issuance of Transcript of Records and Honorable Dismissal**

Maintain, organize and administer student records, responsible for maintaining the accuracy and confidentiality of student records, admission and enrollment of eligible students.

<b>Office or Division:</b>	Office of the Registrar			
<b>Classification:</b>	<input type="checkbox"/> Simple <input checked="" type="checkbox"/> Complex <input type="checkbox"/> Highly Technical			
<b>Type of Transaction:</b>	<input checked="" type="checkbox"/> G2C – Government to Citizen (Students, Graduates) <input type="checkbox"/> G2B – Government to Business Entity <input type="checkbox"/> G2G – Government to Government			
<b>Who may avail:</b>	All students/graduates			
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>		
• Clearance and Request Form		• REGISTRAR'S OFFICE		
<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Secure clearance and request form from the Registrar's Office and fill out the form	1. Release clearance and request form	None	2 minutes	<b>Pamela Castellano</b> Registrar III
2. Submit duly accomplished request form	2.1 Receive accomplished request form and issue claim slip.	None	5 minutes	<b>Pamela Castellano</b> Registrar III

	2.2 Evaluate the requested document.		For Regular Students: 7 working days  For Irregular Students: 10 working days	
3. Present claim slip on scheduled date and receive the assessment form	3. Issue assessment form	None	2 minutes	<b>Pamela Castellano</b> Registrar III
4. Present assessment form to Cashier and pay the assessed fee	4. Receive payment and issue O.R.	Php 50.00 per page	2 minutes	<b>Femari Ybanez</b> Accounting Clerk/ Designated Collecting Officer
5. Present claim O.R. to Registrar's Office and receive requested document.	5.1 Post O.R. Number on the document	None	20 minutes	<b>Pamela Castellano</b> Registrar III
	5.2 Release document to client.			
<b>TOTAL:</b>		Depends on number of pages	For regular Students: 7 working days and 31 minutes  For Irregular Students: 10 working days and 31 minutes	

## 2. Issuance of Academic Certifications (Coe, Cog, Gwa, Cross-Enrollee Grades)

<b>Office or Division:</b>	Office of the Registrar	
<b>Classification:</b>	<input checked="" type="checkbox"/> Simple <input type="checkbox"/> Complex <input type="checkbox"/> Highly Technical	
<b>Type of Transaction:</b>	<input checked="" type="checkbox"/> G2C – Government to Citizen (Students) <input type="checkbox"/> G2B – Government to Business Entity <input type="checkbox"/> G2G – Government to Government	
<b>Who may avail:</b>	All students, graduates	
<b>CHECKLIST OF REQUIREMENTS</b>		<b>WHERE TO SECURE</b>
<ul style="list-style-type: none"> <li>• Copy of Certificate of Registration</li> <li>• Valid Student ID</li> </ul>		Student

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit requirements	1.1 Verify as to completeness.	None	5 minutes	<b>Pamela Castellano</b> Registrar III
	1.2 Issue assessment of fees to pay			
2. Present assessment and pay to Cashier	2. Receive payment. Issue O.R.	Php 50.00 per page	2 minutes	<b>Femari Ybanez</b> Accounting Clerk/ Designated Collecting Officer
3. Present OR to Registrar	3.1 Post OR No. on the document.	None	5 minutes	<b>Pamela Castellano</b> Registrar III
	3.2 Issue call slip for scheduled date of releasing.		1 working day	
	3.3 Process requested document			
4. Present call slip on scheduled date of releasing to Registrar's Office and sign logbook upon receipt of certificate	4. Release the Certificate	None	5 minutes	<b>Pamela Castellano</b> Registrar III
<b>TOTAL:</b>		Depends on number of pages	1 day and 17 minutes	

### 3. ISSUANCE OF CERTIFICATION. AUTHENTICATION AND VERIFICATION OF DOCUMENTS (CAV)

<b>Office or Division</b>	Office of the Registrar
<b>Classification:</b>	<input type="checkbox"/> Simple <input type="checkbox"/> Complex <input checked="" type="checkbox"/> Highly Technical
<b>Type of Transaction:</b>	<input checked="" type="checkbox"/> G2C – Government to Citizen (Students) <input type="checkbox"/> G2B – Government to Business Entity <input type="checkbox"/> G2G – Government to Government
<b>Who may avail:</b>	All students/graduates
<b>CHECKLIST OF REQUIREMENTS</b>	
<ul style="list-style-type: none"> <li>• Photocopy of 1 Set of Transcript of Records and Diploma per request</li> </ul>	<ul style="list-style-type: none"> <li>• Students/Graduates</li> </ul>

<b>CLIENT STEPS</b>	<b>AGENCY ACTION</b>	<b>FEES TO BE PAID</b>	<b>PROCESSING TIME</b>	<b>PERSON RESPONSIBLE</b>
1. Submit requirements to Registrar's Office	1.1 Verify as to completeness.	None	5 minutes	<b>Pamela Castellano</b> Registrar III
	1.2 Issue assessment of fees to be paid			
2. Present assessment and pay to Cashier	2. Receive payment and Issue O.R.	Php 100.00 per set	2 minutes	<i>Femari Ybanez</i>
3. Present OR to Registrar	3.1 Post OR No. on the document.	None	5 minutes	<b>Pamela Castellano</b> Registrar III
	3.2 Issue claim stub (no specific date)			
	3.3 Prepare document			1-3 working days
	3.4 Submit hard copy of documents to CHEDRO Iloilo City for processing.	Php 125.00 per set	Once a month	<b>Miko Evangelio</b> Registrar I/ CHEDRO Liaison
	3.5 CHEDRO VI issues date of releasing to Registrar's Official Liaison	None	Applicable CHEDRO VI Citizen's Charter	
	3.6 Official Liaison receives the document on scheduled date from CHEDRO VI, Iloilo City			
	3.7 Inform client when to claim requested document.			<b>Pamela Castellano</b> Registrar III
4. Present valid ID and claim stub on scheduled date of releasing. Receive the document	4. Release the document and secure signature of client in outgoing logbook	None	5 minutes	<b>Pamela Castellano</b> Registrar III

and sign logbook upon receipt of certificate				
	<b>TOTAL:</b>	Php 225.00 per set	4 days	