



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.

REGISTRAR SERVICES

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

1. REQUEST FOR TRANSCRIPT OF RECORDS

Transcript of Records is a comprehensive record of courses taken, grades received, and the number of credits earned during their studies.

Preparation of document - 1st Issuance – 15 working days; 2nd Issuance – 7 working days

Office or Division	Office of the Registrar	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All students/graduates of Bacolod City College	
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE	
1. Clearance (accomplished with the required signatories)	Registrar’s Office	
2. Request Form	Registrar’s Office	
3. If applicant is an undergraduate, Form 137 (1 original) or Transcript of Records – “Copy for Bacolod City College” (1 original)	Previous school’s Registrar’s Office Form 137 – Senior Highschool/Highschool Transcript of Records – College/University	
4. Government Issued ID (1 original)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO	

<i>IF REPRESENTATIVE, bring the following additional documents:</i>				
5. Authorization Letter		Document owner		
6. Government Issued ID of the person being Represented (1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO		
7. Government Issued ID of the Representative (1 original)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required information and documents to the Main Window – Registrar’s Office.	1. Check and verify the application.	None	5 minutes	Registrar Staff
2. Receive claim slip with the scheduled date of releasing.	2. Issue claim slip with the scheduled date of releasing.	None	5 minutes	Registrar Staff
TOTAL:		None	10 minutes	

**Note: Preparation of document - 1st Issuance – 15 working days; 2nd Issuance – 7 working days*

2. RELEASING OF TRANSCRIPT OF RECORDS

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Preparation of document - 1st Issuance – 15 working days; 2nd Issuance – 7 working days

Office or Division	Office of the Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All students/graduates of Bacolod City College
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
1. Claim slip with scheduled date of releasing	Registrar’s Office
2. Government Issued ID (original)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO
<i>IF REPRESENTATIVE, bring the following additional documents:</i>	
3. Authorization Letter	Document owner

4. Government Issued ID of the person being Represented (1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO		
5. Government Issued ID of the Representative (1 original)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit claim slip	1. Check and verify claim slip.	None	5 minutes	Registrar Staff
2. Receive order of payment	2. Release assessment form to be paid in the cashier.	None	5 minutes	Registrar Staff
3. Pay the required amount to the Cashier's Office.	3. Receive payment and issue O.R.	P50.00 per page	10 minutes	Cashier
4.1 Present O.R. to the Main Window – Registrar's Office.	4.1 Post the O.R. number on the document	None	5 minutes	Registrar Staff
4.2 Receive requested Transcript of Records	4.2 Sign the document		5 minutes	Registrar
	4.3 Release the Transcript of Records		5 minutes	Registrar Staff
TOTAL:		P50.00 per page	35 minutes	

3. CERTIFICATE OF ELIGIBILITY TO TRANSFER (also known as HONORABLE DISMISSAL)

Certificate of Eligibility to Transfer or Honorable Dismissal is a certificate issued to a student who voluntarily withdraws from the college.

Office or Division	Office of the Registrar
Classification:	Simple
Type of Transaction:	G2C – Government to Citizen
Who may avail:	All students/graduates of Bacolod City College

CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Request for Transcript of Records (for Transferring of Schools)		Registrar's Office		
2. Government Issued ID (1 original)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO		
<i>IF REPRESENTATIVE bring the following additional documents:</i>				
3. Authorization Letter		Document owner		
4. Government Issued ID of the person being Represented (1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO		
5. Government Issued ID of the Representative (1 original)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required information and documents to the Main Window – Registrar's Office.	1.1 Check and verify the application.	None	4 minutes	Registrar Staff
	1.2 Issue claim slip with the scheduled date of releasing.		1 minute	Registrar Staff
2.1 Return on scheduled date of releasing. 2.2. Receive order of payment.	2. Release assessment form to be paid in the cashier.	None	5 minutes	Registrar Staff
3. Pay the required amount to the Cashier's Office.	3. Receive payment and issue O.R.	P50.00	10 minutes	Cashier
4.1 Present O.R. and claim slip (and authorization letter) to the Main Window – Registrar's Office.	4.1 Sign the document	None	5 minutes	Registrar
	4.2 Release the document.		5 minutes	Registrar Staff

4.2 Receive requested document.				
TOTAL:		P50.00	30 minutes	

4. ISSUANCE OF ACADEMIC CERTIFICATIONS

Certificate of Enrollment/Registration is a document authenticating that the applicant is/was a student enrolled in the institution during a specified semester and academic year.

Certificate of Grades is a certification reflecting the grades of the subjects enrolled by the applicant during a specified semester and academic year.

Certificate of Graduation is a document authenticating that the applicant is a graduate of a course degree in this institution.

Certificate of General Weighted Average is a document that reflects the general weighted average of the applicant during his/her whole stay in the institution.

Certificate of Cross-Enrollee Grades is a certification reflecting the grades of the subjects cross-enrolled by the applicant during a specified semester and academic year.

Certificate of Medium of Instruction is a document stating that the language used in the instruction/studies by the applicant in the institution is English.

Certificate of Number of Units is a document that reflects the number of units of the applicant during his/her whole stay in the institution.

Office or Division	Office of the Registrar	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All students, graduates of Bacolod City College	
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE
<i>For Certificate of Enrollment/Registration, Certificate of Grades, Certificate of Cross-Enrollee Grades</i>		
1.1 Enrollment Form (1 photocopy)	Registrar's Office	
<i>For Certificate of Graduation, Certificate of General Weighted Average, Certificate of Number of Units, Certificate of Medium of Instruction</i>		
1.2 Transcript of Records (1 photocopy)	Registrar's Office	
2. School ID (or Government Issued ID) (original)	BCC MRC Office (or BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO)	
<i>IF REPRESENTATIVE bring the following additional documents:</i>		
3. Authorization Letter	Document owner	

4. School ID (or Government Issued ID of the person being Represented) (1 photocopy)		BCC MRC Office (or BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO)		
5. Government Issued ID of the Representative (1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required information and documents to the Main Window – Registrar’s Office.	1.1 Check and verify the application.	None	4 minutes	Registrar Staff
	1.2 Release assessment form to be paid in the cashier.		1 minute	Registrar Staff
2. Pay the required amount to the Cashier’s Office.	2. Receive payment and issue O.R.	P50.00	10 minutes	Cashier
3. Present O.R. to the Main Window – Registrar’s Office.	3.1 Note O.R. number to be posted in the document.	None	4 minutes	Registrar Staff
	3.2 Issue claim slip scheduled date of releasing.		1 minute	Registrar Staff
4. Wait for the release date.	4.1 Preparation of documents.	None	1 day	Registrar Staff
	4.2 Sign the document.		5 minutes	Registrar
5.1 Present claim slip on scheduled date of releasing and sign logbook upon receipt of the document at the	5. Release the Certificate.	None	5 minutes	Registrar Staff

Main Window – Registrar’s Office.				
5.2 Receive requested document.				
TOTAL:		P50.00 per certificate	1 day and 30 minutes	

5. REQUEST FOR CERTIFICATION. AUTHENTICATION AND VERIFICATION OF DOCUMENTS (CAV)

Certification, Authentication and Verification of tertiary academic records is the process of checking, reviewing, and certifying the correctness and veracity of the documents by the Commission on Higher Education.

Preparation of Documents – 7 working days; Processing of Documents by CHEDRO VI – 7 working days

Office or Division	Office of the Registrar	
Classification:	Simple	
Type of Transaction:	G2C – Government to Citizen	
Who may avail:	All undergraduates/graduates of Bacolod City College	
CHECKLIST OF REQUIREMENTS		HERE TO SECURE
1. Transcript of Records (1 original and 1 certified true copy)	Registrar’s Office	
2. Diploma (1 original and 1 certified true copy)	Registrar’s Office	
3. Government Issued ID (original)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO	
<i>IF REPRESENTATIVE</i>		
1. Transcript of Records (1 original and 1 certified true copy)	Registrar’s Office	
2. Diploma (1 original and 1 certified true copy)	Registrar’s Office	
3. Authorization Letter	Document owner	
4. Government Issued ID of the person being Represented (1 photocopy)	BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO	

5. Government Issued ID of the Representative (original)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Submit the required information and documents to the Main Window – Registrar’s Office.	1.1 Check and verify the application.	None	4 minutes	Registrar Staff
	1.2 Issue assessment of fees to be paid.		1 minute	Registrar Staff
2. Present assessment and pay to Cashier	2. Receive payment and issue O.R.	P100.00 per set	10 minutes	Cashier
3.1 Present O.R. and pay P80.00 CHED CAV processing fee to Main Window – Registrar 3.2 Receive claim slip with schedule date of releasing.	3.1. Note O.R. no. to be posted on the document and receive P80.00 CHED CAV processing fee.	P80.00 per set	5 minutes	Registrar Staff
	3.2. Issue claim slip with scheduled date of releasing.		5 minutes	Registrar Staff
	3.3 Endorse request to CHED for processing.		10 minutes	Registrar Staff
TOTAL:		P180.00 per set	35 minutes	

**Note: Preparation of documents – 7 working days; Processing of Documents by CHEDRO VI – 7 working days*

6. RELEASING OF CERTIFICATION. AUTHENTICATION AND VERIFICATION OF DOCUMENTS (CAV)

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Who may avail:	All undergraduates/graduates of Bacolod City College			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Claim slip with scheduled date of releasing		Registrar's Office		
2. Government Issued ID (original)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO		
<i>IF REPRESENTATIVE bring the following additional documents:</i>				
3. Authorization Letter		Document owner		
4. Government Issued ID of the person being Represented (1 photocopy)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO		
5. Government Issued ID of the Representative (original)		BIR, Post Office, DFA, PSA, SSS, GSIS, Pag-IBIG, LTO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Present claim slip and valid ID on scheduled date of releasing to claim CAV document and	1. Verify claim slip and check availability of requested document.	None	5 minutes	Registrar Staff
2.1 Sign logbook in the Main Window – Registrar's Office.	2. Release document.	None	5 minutes	Registrar Staff
2.2 Receive the CAV document.				
TOTAL:		None	10 minutes	

FEEDBACK AND COMPLAINTS MECHANISM	
How to send feedback?	You can email your feedback to our registrarbacolodcc@gmail.com email address or fill-out the feedback form found in the entrance lobby and put it in the feedback and complaints drop box.
How feedback is processed?	<p>The Registrar staff verifies the nature of the concerns within one (1) working day. If the feedback was through email, the staff will inform the client receipt of their email.</p> <p>For follow-ups and other queries, the contact information are (034) 707-0980 and registrar@bacolodcitycollege.edu.ph</p>
How to file a complaint?	<p>To file a complaint, email us at registrarbacolodcc@gmail.com with the following information (if applicable):</p> <ul style="list-style-type: none"> - Full name of the client - Address of the client - Contact Details of the client - Details of the concern or complaint - Person/s Charged - Evidence of such violation/s or errors in documents/transactions <p>For follow-ups and other queries, the contact information are (034) 707-0980 and registrarbacolodcc@gmail.com</p>
How complaints are processed?	The Registrar's Office evaluates the complaints daily. Actionable concerns will be addressed immediately and the client will be notified through their email. Concerns that cannot be processed will be sent a letter of explanation through their email.
Contact Information of BCC Admin Office, OSAS, Registrar's Office	<p style="text-align: center;">Administrative Office</p> <p>a.bacolodcitycollege@yahoo.com (034) 707-7469</p>

Office of the Student Affairs and Services:
sas@bacolodcitycollege.edu.ph

Registrar's Office
registrarbacolodcc@gmail.com
(034) 707-0980