

2. Title of Frontline Service: Processing of Activity Permits (APs)

Schedule: August to July; Monday to Friday; 8:00 am to 5:00 pm

Who may avail of the Service: Officers and members of accredited student organizations; faculty and staff

Requirement/s:

- Properly filled-out Activity Permit Form (APF);
- APF reproduced in seven copies;
- Certificate of Accreditation (For student organizations only);
- Attached program of activities; and
- Parents/ Guardians consent duly notarized (SSDO Form No. 11) and Group Accident Insurance (For Field Trip and Educational Tours only)

Step	Client Action	Service Providers Action	Form	Duration of Activity	Person in Charge
1	The student officer records required entries at the SSDO logbook as follows: <ul style="list-style-type: none"> • Full name • Course and curriculum year • Purpose of visit • Signature 	The SSDO personnel review the entries and prepare the required documents.	none	1 minute	SSDO Staff

Step	Client Action	Service Providers Action	Form	Duration of Activity	Person in Charge
2	He presents properly filled-out Activity Permit Form (APF) complete with signatures of all concerned and required attachments	<ul style="list-style-type: none"> ◆ He evaluates submitted documents; ◆ Checks completeness of signatories on APF ◆ Inspects applicable required document attachments ◆ He approves/ disapproves/ holds in abeyance the Activity Permit application ◆ Gets the SSDO copy of the approved Activity Permit, hands the other copies to the student officer ◆ Puts on records approved Activity Permit for monitoring purposes ◆ Keeps the SSDO copy of the approved Activity Permit in the appropriate file folder 	None SSDO Form No. 08	3 minutes 2 hours 15 minutes	SSDO Staff

3. Title of Frontline Service: Feedback and Redress Mechanisms

Schedule of Availability of Service: August to July; Monday to Friday; 8:00 am to 5:00 pm

Who may avail of the Service: Students of MPSPC (Undergraduate and Graduate)

Requirement/s:

Feedback

For comments and feedbacks, SSDO clients may fill out the Clients Evaluation of SSDO services available at the SSDO office. The duly accomplished Evaluation Form (SSDO Form No.05) may be submitted to the SSDO office or dropped in the designated suggestion boxes.

Redress

A complaint against MPSPC personnel/ Students shall be given due course when it is in writing, subscribed and sworn to by the complainant (SSDO Form No.06 for light offenses and Affidavit Format for grave offenses). The complaint (reproduced in triplicate), which shall contain the following details, maybe filed anytime with the Director of SSDO.

- Full name and address/course and year of the complainant;
- Full name and address of the person complained of as well as his position/ designation and office/ department of employment;
- A narration of the relevant and material facts, which shows the acts or omissions allegedly committed by the civil servant/ student;
- Certified true copies of the documentary evidence and affidavits of his witnesses, if any; and
- Certification or statement of non-forum shopping.

In the absence of any one of the aforementioned requirements, the complaint shall be dismissed. The SSDO shall assist in the preparation of the complaint in good form provided the complainant provides all the necessary details.

Step	Client Action	Service Providers Action	Form	Duration of Activity	Person in Charge
1	The student records required entries at the SSDO logbook as follows: <ul style="list-style-type: none"> • Full name • Course and curriculum year • Purpose of visit • Signature 	The SSDO personnel review the entries of the student in the SSDO logbook and then direct him to take a seat and ready documents for processing	none	1 minute	SSDO Staff
2	He submits complaint in good form (triplicate) with required attachments	<ul style="list-style-type: none"> ◆ He evaluates submitted documents; <ul style="list-style-type: none"> • Checks completeness of information • Inspects applicable required document attachments ◆ Receives two copies and returns one copy to the student/ complainant or assist in the completion of the complaint in good form ◆ Puts on records formal complaint received for monitoring purposes 	SSDO Form No. 06-A/ 06-B	7 minutes	SSDO Staff/ Director

		<ul style="list-style-type: none"> Complaints shall be resolved within 10 working days without prejudice to higher administrative recourses should either or both parties decide to pursue the matter further. 			
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B. Institutional Student Programs and Services

1. Title of Frontline Service: Processing of Scholarships/ Grants

Schedule of Availability of Service: August for First Semester and January for Second Semester; Monday to Friday; 8:00 am to 5:00 pm

Who may avail of the Service: Students of MPSPC (Undergraduate and Graduate)

Requirement/s:

- First time scholars: scholarship award or certification and assessment form
- Incoming freshmen: copy of high school card, certificate of good moral character; certification as valedictorian or salutatorian and assessment form
- Current/ continuing MPSPC students: grade sheet for the last semester he was enrolled and assessment form
- Copy of NSO Birth Certificate for Dependents of MPSPC Employees
- DILG Certification for SK Officials and Barangay Official Dependents (Copy of NSO Birth Certificates for Dependents)
- School Paper published in the past semester for Tala, The Mocking Bird, Editor in Chief and Staff

Step	Client Action	Service Providers Action	Form	Duration of Activity	Person in Charge
1	The student/ scholar records required entries at the SSDO logbook as follows: <ul style="list-style-type: none"> • Full name • Course and curriculum year • Purpose of visit • Signature 	The SSDO personnel review the entries of the student/ scholar in the SSDO logbook and then direct him to take a seat and checks in the List of Scholars (Submitted by each sponsor or recommending college personnel)	none	1 minute	SSDO Staff
2	Present any of the following documents: <ul style="list-style-type: none"> • Incoming freshmen: copy of high school card, certificate of good moral character; certification as valedictorian or salutatorian and assessment form • First time scholars: scholarship award of certification and assessment form • Current/ continuing MPSPC students: grade sheet for the last semester he was enrolled and assessment form 	The SSDO personnel reviews and verifies the documents submitted Issues Scholarship Application Form and instructs student to fill them out and submit accomplished form to the SSDO personnel together with the required attachments	none SSDO Form No. 01/02	2 minutes 1 minute	SSDO Staff

	Fill out Forms	The SSDO personnel reviews and verifies the Scholarship Application Form submitted together with its attachments The applications shall be forwarded to the College Scholarship Committee for appropriate action.	none	1 minute	
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2. Title of Frontline Service: Application/ Validation of Identification Cards (IDs)

Schedule of Availability of Service: August for First Semester, January for Second Semester and June for Summer; 8:00 am to 5:00 pm

Who may avail of the Service: Students of MPSPC (Undergraduate and Graduate)

Requirement/s:

ID Application (For New)

- Assessment Form duly stamped by the Guidance Office
- Proof of payment of ID Fee (included under miscellaneous fees)
- Completely filled-out ID application form

ID Validation (For Old Students)

- Assessment Form duly stamped by the Guidance Office
- Proof of payment of ID Fee (included under miscellaneous
- Completely filled-out ID validation form
- Existing Identification (ID) card

Step	Client Action	Service Providers Action	Form	Duration of Activity	Person in Charge
1	Proceed to SSDO. The student records required entries at the SSDO logbook as follows: <ul style="list-style-type: none"> • Full name • Course and curriculum year • Purpose of visit • Signature 	The SSDO personnel review the entries of the student in the SSDO logbook, checks proof of payment of ID Fee and then direct him to take a seat and ready ID application/ validation form for processing	none	1 minute	SSDO Staff
2	He presents properly filled-out ID Application/ Validation Form complete with all information required	<ul style="list-style-type: none"> • He checks completeness of ID application/ validation form • He takes picture of the student • Prepares and edit ID template 	SSDO Form No. 04	5 minutes	SSDO Staff
3	He signs on the electronic signature template	<ul style="list-style-type: none"> • Finalize ID template of the student • Prints ID, attach accessories and hands the ID to the student 	none	1 minute	SSDO Staff