

QUIRINO STATE UNIVERSITY

CITIZEN'S CHARTER



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A NUTSHELL OF REPUBLIC ACT 9485

Republic Act 9485, otherwise known as “The Anti-Red Tape Act of 2007” is an Act to Improve Efficiency in the Delivery of Government Service to the Public by Reducing Bureaucratic Red Tape, Preventing Graft and Corruption and Providing Penalties therefore.

Red Tape generally includes the filling out of seemingly unnecessary paperwork, obtaining of unnecessary licenses, having multiple people or committees to approve a decision and various low-level rules that make government transaction slower, more difficult or both.

The Anti-Red Tape Act covers all government offices and agencies including LGUs and GOCCs, with or without original charter that provide frontline services.

Frontline services include the following services :

- a) with regular face-to-face interaction with the public;
- b) which are highly demanded or highly needed;
- c) which receives the most number of complaints; or
- d) which have immediate impact to the public.

The Citizen’s Charter is an official document, a service standard, or a pledge that communicates in simple terms information on the services provided by the government to its citizens. It describes the step-by-step procedure on availing a particular service, and the guaranteed performance level that clients may expect for that service.

Citizen refers to clients whose interests and values are addressed by the Citizen’s Charter. It includes :

- a) Citizens of the Republic of the Philippines;
- b) Stakeholders, including but not limited to users and beneficiaries
- c) Other government offices and agencies; and
- d) Transacting public.

The Citizens’ Charter shall include the following information :

- a) Vision, Mission and goals;
- b) Identification of the frontline services and clientele;
- c) Step-by-step procedure to obtain a particular service;
- d) Officer or employee responsible for each step;
- e) Maximum time to conclude the process;
- f) Documents to be presented by the client with a clear indicator of the relevance of the said documents;
- g) Amount of fees, if necessary.



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Historical Development of Quirino State University

The Quirino State College metamorphosed from a municipal high school to a state college. In June 1963, it was known as Northeastern Nueva Vizcaya High School (NNVHS) founded by the municipal government. On June 18, 1964, it was converted into Northern Nueva Vizcaya National Agriculture School (NNVAS) offering Secondary Vocational Agriculture and Agricultural Homemaking curricula.

When Quirino was weaned from its mother province, Nueva Vizcaya in 1972, a municipal resolution changed its name to Quirino Agricultural School (QNAS). On June 10, 1983, QNAS was converted into Quirino State College (QSC) by virtue of Batas Pambansa Blg. 440. QSC started to operate as a state college in SY 1984-1985.

On October 19, 2012, Republic Act No. 10230 was approved converting Quirino State College into Quirino State University integrating the Quirino Polytechnic College and the Maddela Institute of Technology of Cabarroguis and Maddela respectively; all located in the province of Quirino.

Governance

QSU like any other State University is governed by a Board of Regents.

The administration of the University is vested in the President of the University who renders full-time service. The President is assisted by Vice-Presidents who are appointed by the Board of Regents upon the former's recommendation.

Administrative Council. There is an administrative council consisting of the President of the University as Chairman, the Vice Presidents, Deans, Directors, and other officials of equal rank as members, and whose function is to review and recommend to the Board of Regents policies governing the administration, management and development planning of the University for appropriate action.

Academic Council. There is an academic council with the President of the University as Chairman and all members of the instructional staff with a rank of not lower than Assistant Professor as members. The Academic Council has the power to review and recommend the curricular offerings and rules of discipline of the University subject to appropriate action of the Board of Regents. It is task to fix the requirements for the admission of students as well as the graduation and the conferment of degrees subject to the review and/or approval of the Board of Regents.



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CITIZEN'S CHARTER

The underlying principle behind the QSU Citizen's Charter –

“The customer is the most important visitor in our premises. He is not dependent on us; we are dependent on him. He is not an interruption on our work; he is the purpose of it. He is not an outsider in our business; he is part of it. We are not doing him a favour by serving him; he is doing a favour by giving us an opportunity to do so”.

MAHATMA GANDHI

VISION

The leading center for academic and technological excellence and prime catalyst for a progressive and sustainable Quirino Province and Southern Cagayan Valley.

MISSION

Develop competent and morally upright professionals and generate appropriate knowledge and technologies to meet the needs of Quirino Province and Southern Cagayan Valley.

PERFORMANCE PLEDGE

We, the officials and employees of Quirino State University PLEDGE AND COMMIT TO :

- Q - uickly and willingly render excellent, ethical and professional service at all times;
- S - eriously pursue academic excellence to produce globally competitive graduates;
- U - nitedly promote a working environment of morally upright government servants.

QSU CITIZENS CHARTER

This charter enshrines the commitment of the university to its stakeholders in respect to the delivery of frontline services. It is a tool to facilitate the delivery of services providing standards, time frame and the specific service provider. It is a customer-focused approach cognizant of the fact that the true essence of the university's existence is the delivery of services for the benefit of the clientele it is mandated to serve.

Adhering to RA No. 9485 or the Anti-Red Tape Act (ARTA) and to earnestly pursue a customer focused environment, the QSU Citizen's Charter with the inclusion of Mechanisms for feedback, complaints and redress is hereby crafted.

Offices and their frontline services:

- ❖ HRMO/AO Office
- ❖ Supply Office
- ❖ Procurement Office
- ❖ Budget Office
- ❖ Accounting Office
- ❖ Cashiering/Collecting Office
- ❖ University Registrar
- ❖ University Library
- ❖ Guidance and Counseling Office
- ❖ University Health Services Clinic
- ❖ Office of the Student Services
- ❖ Office of SG Adviser

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QUIRINO STATE UNIVERSITY

**HUMAN RESOURCE MANAGEMENT OFFICE/ADMINISTRATIVE
OFFICER OFFICE FOR THE CAMPUSES**

Services : Issuance of Certifications of Employment, Service Records and Leave Credits
 Service Provider : HRMO/AO
 Schedule : 8:00 AM to 5:00 PM, Monday – Friday
 Clients : QSU Faculty/Staff, Retired QSU Employees

Procedure:

STEPS/PROCESS		DURATION	REQUIREMENTS/ FORM	PERSON RESPONSIBLE
CLIENT	SERVICE PROVIDER			
1.Presents Official Receipt for needed document	Prepares document	3 mins.	Official Receipt	HRMO/AO
2.Wait for the preparation of document	Signs document	3 mins.		AO/Authorized official
3.Receives copy	Releases document	1 min		HRMO/AO
TOTAL RESPONSE TIME		7 minutes		

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QUIRINO STATE UNIVERSITY

**HUMAN RESOURCE MANAGEMENT OFFICE/ADMINISTRATIVE
OFFICER OFFICE FOR THE CAMPUSES**

Services : Entertains Job Applicants/Accepts Application Letters
 Service Provider : HRMO/AO
 Schedule : 8:00AM to 5:00 PM, Monday to Friday
 Clients : Internal/External Clients

Procedure :

STEPS/PROCESS		DURATION	REQUIREMENT/ FORM	PERSON RESPONSIBLE
CLIENT	SERVICE PROVIDER			
1.Logs in and verbally inquires of vacancies.	Entertains applicants	2 min.		HRMO/AO
2.Submits application letter in reference to published/advertised vacancy	Accepts application letter and informs applicant of date of demo teaching (faculty) and panel interview Conducts preliminary interview to applicant	5 min.	Application Letter TOR Certificate of Eligibility	HRMO/AO
3.Wait for Notice of Demo (faculty) and interview (faculty & staff) Receives Notice of Demo and panel interview	Prepares Notice of Demo and panel interview and sends notice to applicants	Within 3 days		HRMO/AO
4. Undertakes demo Teaching & interview	Conducts demo teaching and panel interview PSB undertakes selection process Ranking of applicants Prepares ranking report			PSB PSB PSB HRMO/AO
4.Applicant gets result	Informs applicant of results	8 hrs		HRMO/AO
TOTAL RESPONSE TIME		4 days & 7 min.		

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**HUMAN RESOURCE MANAGEMENT OFFICE/ADMINISTRATIVE
OFFICER OFFICE FOR THE CAMPUSES**

Services : Issuance of Appointments to newly hired and promoted employees and Contract of Service to COS Employees.
 Service Provider : HRMO/AO
 Schedule : 8:00AM to 5:00 PM, Monday to Friday
 Clients : QSU Regular and COS Employees

Procedure :

STEPS/PROCESS		DURATION	REQUIREMENT/ FORM	PERSON RESPONSIBLE
CLIENT	SERVICE PROVIDER			
1.Submits requirements for appointment/Contract of Service preparation	Accepts documents & verifies veracity of documents	30 mins.	Accomplished PDS Statement of Assets & Liabilities & Networth NBI Clearance Certificate of Eligibility Medical Certificate Birth Certificate Transcript of Records Clearances Other requirements deemed necessary	HRMO/AO
2.Wait for the processing of appointment/Contract	Prepares appointment/contract & seek approval of documents	30 mins.	-	HRMO/AO
3.Receives copy	Releases appointment to appointee or contracts to be notarized	2 mins.		HRMO/AO
TOTAL RESPONSE TIME		1 hr. & 2 minutes		

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OFFICE OF THE SUPPLY OFFICER

Services : Issuance of requested supplies
 Service Provider : Supply Officer/Stock Clerk
 Schedule : 8:00AM to 5:00 PM, Monday to Friday
 Clients : QSU Employees

Procedure:

STEPS/PROCESS		DURATION	REQUIREMENT/ FORM	PERSON RESPONSIBLE
CLIENT	SERVICE PROVIDER			
1. Secures and accomplishes Local Requisition Slip.	Issues form	1 min	Requisition Slip	Stock Clerk Supply Officer
2. Seeks approval of Local Requisition Slip.	Validates & approves Requisition	5 mins.	-	Chief Adm. Officer Campus Administrator
3. Presents approved Requisition Slip and wait for issuance of supplies/materials	Issues requested supplies Seek signature of Recipient on ARE for materials/equipment	5 mins		Stock Clerk Supply Officer
TOTAL RESPONSE TIME		12 minutes		

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OFFICE OF THE PROCUREMENT MANAGEMENT SERVICE

Services : Procurement of supplies, materials and equipment per approved APP
 Service Provider : Procurement Management Officer/PO staff
 Schedule : 8:00AM to 5:00 PM, Monday to Friday
 Clients : QSU Employees
 Procedure:

STEPS/PROCESS		DURATION	REQUIREMENT/FORM	PERSON RESPONSIBLE
CLIENT	SERVICE PROVIDER			
1.Submits accomplished PR	Receives accomplished PR and checks inclusion of requested items in the APP.	1 min	Purchase Request	Procurement Officer/ Staff
	If not included in the APP, confers with Budget Officer re Funds availability & preparation of Supplemental APP	5 mins.		Procurement Officer/Staff
	Seeks approval of PR	5 mins.		Procurement Officer/staff
	Submits approved PR to the BAC			BAC
	Posts advertisement in the PhilGeps	1 week		BAC
	Receives quotations/Letter of Intent from suppliers			BAC
	Undertakes bidding process			BAC
	Prepares PO and seeks approval of PO			BAC
	Serves approved PO			Procurement Officer
	Accepts delivered items			Supply Officer
2.Receives requested items	Issues supplies/materials	2 mins.		Supply Officer
TOTAL RESPONSE TIME		1 wk & 13 min		

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OFFICE OF THE FINANCE MANAGEMENT OFFICER

Services : Processing of vouchers for various claims
 Service Provider : Finance Management Officer
 Schedule : 8:00AM to 5:00 PM, Monday to Friday
 Clients : QSU Employees/External Clients

Procedure:

STEPS/PROCESS		DURATION	REQUIREMENT/ FORM	PERSON RESPONSIBLE
CLIENT	SERVICE PROVIDER			
1.Submits voucher	Receives voucher	1 min.	DV complete with attachments	Budget Assistant
2.Waits for the processing of the voucher	Accomplishes Obligation Request/Budget Utilization and signs certification of funds availability Records to Obligation Logbook and assigns number	5 mins	-	Financial Management Officer
	Forwards voucher for signature of the Chief Adm. Officer	1 min		Budget Assistant
TOTAL RESPONSE TIME		7 minutes		

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OFFICE OF THE ACCOUNTANT

Services : Processing of vouchers for various claims
 Service Provider : Accountant/Accounting Staff
 Schedule : 8:00AM to 5:00 PM, Monday to Friday
 Clients : QSU Employees/External Clients

Procedure :

STEPS/PROCESS		DURATION	REQUIREMENT/ FORM	PERSON RESPONSIBLE
CLIENT	SERVICE PROVIDER			
1.Submits obligated voucher	Receives obligated voucher	1 min	DV complete with attachments	Accounting staff
	Checks documents and assigns voucher no. (Fund 101 or Fund 164)	5 mins		
	Records voucher in the logbook for incoming vouchers	1 min.		
2.Waits for the processing of the voucher	Puts Journal Entry in the Voucher	3 mins		Accounting Staff
	Verifies supporting documents & certifies as to the legality and completeness of supporting documents.	5 min		Accountant
	Records to the Registries			Accountant
	Records to the logbook for outgoing vouchers			Accounting Staff
	Forwards voucher for approval of the University President/Campus Administrator	1 min		Accounting Staff
TOTAL RESPONSE TIME		16 minutes		

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 QUIRINO STATE UNIVERSITY

OFFICE OF THE ACCOUNTANT

Services : Issuance of Certifications of Net Take Home Pay and Statement of Remittances
 Service Provider : Accountant/Accounting Staff
 Schedule : 8:00AM to 5:00 PM, Monday to Friday
 Clients : QSU Employees

Procedure :

STEPS/PROCESS		DURATION	REQUIREMENT/ FORM	PERSON RESPONSIBLE
CLIENT	SERVICE PROVIDER			
1.Presents Official Receipt and verbally request for the issuance of certification	Prepares requested document	3 mins.	Official Receipt	Accounting Staff
2.Waits for the preparation of the document	Seeks approval of document	3 mins	-	Accounting Staff
	Reviews document and affixes signature			Accountant
3.Receives document	Releases document	1 min		Accounting Staff
TOTAL RESPONSE TIME		7 minutes		

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OFFICE OF THE CASHIER

Services : Collection of student fees
 Service Provider : Cashier/Collecting Officer
 Schedule : 8:00AM to 5:00 PM, Monday to Friday
 Clients : Students
 Requirements : Assessment Form
 Processing Time : 8 minutes

Procedure :

STEPS/PROCESS		DURATION	REQUIREMENT/ FORM	PERSON RESPONSIBLE
CLIENT	SERVICE PROVIDER			
1.Presents accomplished assessment form	Receives assessment form and verifies student records	3 min.		Collecting Officer
2.Pays student fees	Receives payment and issues OR	3 mins	-	Cashier/Collecting Officer
3.Receives OR	Updates student account records	2 min		Collecting Officer
TOTAL RESPONSE TIME		8 minutes		

Republic of the Philippines
QUIRINO STATE UNIVERSITY

OFFICE OF THE CASHIER

Services : Collection of various payments
 Service Provider : Cashier/Collecting Officer
 Schedule : 8:00AM to 5:00 PM, Monday to Friday
 Clients : Internal & External Clients

Procedure :

STEPS/PROCESS		DURATION	REQUIREMENT/ FORM	PERSON RESPONSIBLE
CLIENT	SERVICE PROVIDER			
1.Presents Notice for payment	Receives and verifies document	3 min.	Notice of Payment	Collecting Officer
2.Pays	Receives payment and issues OR	2 mins		Cashier/Collecting Officer
3.Receives OR	Records payment	1 min		Collecting Officer
TOTAL RESPONSE TIME		6 minutes		

Republic of the Philippines
QUIRINO STATE UNIVERSITY

OFFICE OF THE CASHIER

Services : Issuance of Examination Permits
 Service Provider : Collecting Officer
 Schedule : 8:00AM to 5:00 PM, Monday to Friday
 Clients : Studentss

Procedure :

STEPS/PROCESS		DURATION	REQUIREMENT/ FORM	PERSON RESPONSIBLE
CLIENT	SERVICE PROVIDER			
1.Presents OR	Receives and verifies OR	1 min.	Official Receipt	Collecting Officer
2.Waits for the issuance of Test Permit	Verifies records	2 mins		Collecting Officer
3.Receives Test Permit	Releases Test Permit	1 min		Collecting Officer
TOTAL RESPONSE TIME		4 minutes		

Republic of the Philippines
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OFFICE OF THE UNIVERSITY REGISTRAR

- Services : Issuance of Entry Requirement Forms for Freshmen & Transferees
- Service Provider : Registrar/Staff
- Schedule : 8:00AM to 5:00 PM, Monday to Friday
- Clients : Freshmen and Transferees
- Requirements : Freshmen : Transferees :
1. F – 138
 2. Certificate of Good Moral Character
 3. NCAE Result
 4. Birth Certificate (photo copy)
 5. 2 pcs 2 x 2 ID picture
 6. ALS/BPOSA Rating Results
 7. Admission Test/Interview Results
 8. Marriage Contract (if married, photo copy)
- Lateral Transfer :
1. Duly accomplished Lateral Transfer Form
 2. Evaluation of Grades
 3. Clearance

Procedure :

STEPS/PROCESS		DURATION	REQUIREMENT/FORM	PERSON RESPONSIBLE
CLIENT	SERVICE PROVIDER			
1.Logs in & submits documents	Receives & verifies the academic records submitted by students	1 min	Required Documents	Registrar III/ Administrative Aide IV
2.Waits for the verification of submitted admission requirements.	Reviews & verifies the submitted admission requirements	2 mins		Registrar III/ Administrative Aide IV
3.Waits for the issuance of approved Entry Requirement Form	Checks & approves ERF	2 mins	Entry Requirement Form	Registrar III/ Administrative Aide IV
4.Receives approved ERF	Issues approved ERF	1 min		Registrar III/ Administrative Aide IV
TOTAL RESPONSE TIME		6 minutes		

Republic of the Philippines
QUIRINO STATE UNIVERSITY

OFFICE OF THE UNIVERSITY REGISTRAR

Services : Issuance of Pre-enrollment Forms and Registration Forms
 Service Provider : Registrar/Staff
 Schedule : 8:00AM to 5:00 PM, Monday to Friday
 Clients : Students

Procedure :

STEPS/PROCESS		DURATION	REQUIREMENT FORM	PERSON RESPONSIBLE
CLIENT	SERVICE PROVIDER			
1.Falls in line and submit signed ERF	Checks entry requirements form and verifies authenticity of signature of the Guidance Counselor as to results of Admission Test and Interview conducted	2 mins.	Entry Requirement Form (ERF) bearing the signature of the Registrar or the authorized representative & the Guidance Counselor	Registrar III/ Administrative Aide IV
2.Waits for the issuance of Pre-Enrolment Form/Registration Form	Issues Pre-Enrolment Form/Registration Form	15 sec.	Pre-Enrolment Form/Registration Form	Registrar III/ Administrative Aide IV
TOTAL RESPONSE TIME		2 min & 15 sec.		

Republic of the Philippines
 QUIRINO STATE UNIVERSITY

OFFICE OF THE UNIVERSITY REGISTRAR

Services : Assessment of approved Pre-Enrolment Form of students
 Service Provider : Registrar/Administrative Aide
 Schedule : 8:00AM to 5:00 PM, Monday to Friday
 Clients : Freshmen, transferees & old students

Procedure :

STEPS/PROCESS		DURATION	REQUIREMENT/ FORM	PERSON RESPONSIBLE
CLIENT	SERVICE PROVIDER			
1. Fall in line and submit approved Pre-Enrolment Form including documents required	Receives, checks and verifies approved PEF including authenticity of affixed signatures.	1 mins.	Approved Pre-Enrollment Form	Registrar III/ Administrative Aide IV
2. Waits for verification of written entries in the PEF.	Inputs approved enrolled subjects.	2 mins		Administrative Aide IV
3. Receives assessed computer generated enrolment form for validation.	Issues duly signed computer generated enrolment form.	15 sec.	Computer generated assessment	Administrative Aide
TOTAL RESPONSE TIME		3 min. & 15 sec.		

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OFFICE OF THE UNIVERSITY REGISTRAR

Services : Issuance of Class Cards
 Service Provider : Registrar/Administrative Aide
 Schedule : 8:00AM to 5:00 PM, Monday to Friday
 Clients : Freshmen, transferees & old students
 Requirement : Validated Enrollment Form

Procedure :

STEPS/PROCESS		DURATION	REQUIREMENT/FORM	PERSON RESPONSIBLE
CLIENT	SERVICE PROVIDER			
1. Falls in line and present validated computer generated assessment & enrolment form and Official Receipt	Checks and verifies validated assessment form and receipts of payments.	15 sec.	Receipts of payments	Registrar III/ Administrative Aide IV
2. Waits for the issuance of class cards	Counter checks no. of class cards & issues class cards to students	45 sec.	Class cards	Administrative Aide IV
3. Receives & checks class cards if it tallies with the number of enrolled subjects	Records issued class Cards	1 min		Administrative Aide IV
TOTAL RESPONSE TIME		2 minutes		

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QUIRINO STATE UNIVERSITY

OFFICE OF THE UNIVERSITY REGISTRAR

Services : Issuance of Change Matriculation Form (adding, change of subjects/schedule, dropping and withdrawal from enrollment)
 Service Provider : Registrar/Administrative Aide
 Schedule : 8:00AM to 5:00 PM, Monday to Friday
 Clients : Freshmen, transferees & old students

Procedure

STEPS/PROCESS		DURATION	REQUIREMENT/FORM	PERSON RESPONSIBLE
CLIENT	SERVICE PROVIDER			
1. Secures Dropping/Adding/ Changing Form at the Registrar's Office.	Interviews student and asks reasons for adjustments in enrolment entries	1 mins.	Dropping/ Adding/ Changing Form/OR	Registrar III/ Administrative Aide IV
2. Presents latest validated assessment form and wait for issuance of changing form	Issues Changing Form for filling-up and approval of respective Dean Pays P 15.00 fee	15 sec	Receipt of payment	Registrar III/ Administrative Aide IV
3. Presents duly signed Changing Form & OR & surrender previously issued assessment form	Verifies submitted documents	15 sec.		Registrar III/ Administrative Aide IV
4. Waits for re-issuance of rectified assessment form including copy of Changing Form & additional class card, if required	Inputs changes made in subjects enrolled	1 min		Registrar III/ Administrative Aide IV
5. Receives copy of final enrolment assessment	Issues copy of final assessment form	15 sec.		Administrative Aide
TOTAL RESPONSE TIME		2 mins. & 45 seconds		

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OFFICE OF THE UNIVERSITY REGISTRAR

Services : Issuance of Completion Form
 Service Provider : Registrar/Administrative Aide
 Schedule : 8:00AM to 5:00 PM, Monday to Friday
 Clients : Students

Procedure

STEPS/PROCESS		DURATION	REQUIREMENT/ FORM	PERSON RESPONSIBLE
CLIENT	SERVICE PROVIDER			
1.Logs in the logbook stating purpose	Interviews client	1 min		Registrar III/ Administrative Aide IV
2. Presents receipt of payment and wait for issuance of form	Locates Completion Form (1 Completion Form per subject) P 15.00 each	1 min	Completion Form	Administrative Aide IV
3.Receives Completion Form	Issues Completion Form	30sec.		Administrative Aide IV
TOTAL RESPONSE TIME		2 mins. & 30 seconds		

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OFFICE OF THE UNIVERSITY REGISTRAR

Services : Issuance of Certification of Grades
 Service Provider : Registrar/Administrative Aide
 Schedule : 8:00AM to 5:00 PM, Monday to Friday
 Clients : Students

Procedure

STEPS/PROCESS		DURATION	REQUIREMENT/ FORM	PERSON RESPONSIBLE
CLIENT	SERVICE PROVIDER			
1.Logs in the logbook stating purpose	Interviews client and verifies posted grades	1 min	Official Receipt	Registrar III/ Administrative Aide
2. Presents OR for currently enrolled students & clearance and OR for inactive students	Verifies clearance & OR and evaluates grades of requesting student	10 sec.		Registrar III
3.Waits for the issuance of Certification of Grades.	Encodes Certification of Grades	5 mins		Administrative Aide IV
4.Receives Certification of Grades	Signs & issues Certification of Grades	1 min		Registrar III /Administrative Aide IV
TOTAL RESPONSE TIME		7 min & 10 seconds		

Republic of the Philippines
QUIRINO STATE UNIVERSITY

OFFICE OF THE UNIVERSITY REGISTRAR

Services : Issuance of Certification of Enrolment, Graduation, Total Earned Units & Records Check Confirming Attendance of Students
 Service Provider : Registrar/Administrative Aide
 Schedule : 8:00AM to 5:00 PM, Monday to Friday
 Clients : Students and graduates

Procedure

STEPS/PROCESS		DURATION	REQUIREMENT / FORM	PERSON RESPONSIBLE
CLIENT	SERVICE PROVIDER			
1.Logs in the logbook stating purpose	Interviews client and determines purpose of certification & authority of client requesting for document in the absence of the student.	2 min		Registrar III/ Administrative Aide IV
2. Requests for Clearance Form	Issues Clearance Form and informs client of fees to be paid, payment of back accounts, if any, & informs of deficiency requirements to be complied with.	15mins	Clearance	Registrar III/ Administrative Aide IV
3.Submits deficiency requirements, if any, receipts, authorization of representative, Clearance and other requirements.	Checks and verifies documents, and prepares Certification	5mins		Registrar III/ Administrative Aide IV
4.Receives Certification of Grades	Signs and issues document	1 min		Registrar III/ Administrative Aide IV
TOTAL RESPONSE TIME		23 mins.		

Republic of the Philippines
QUIRINO STATE UNIVERSITY

OFFICE OF THE UNIVERSITY REGISTRAR

Services : Issuance of Certification of Change in Name or Date of Birth
 Service Provider : Registrar/Administrative Aide
 Schedule : 8:00AM to 5:00 PM, Monday to Friday
 Clients : Students and graduates

Procedure

STEPS/PROCESS		DURATION	REQUIREMENT/ FORM	PERSON RESPONSIBLE
CLIENT	SERVICE PROVIDER			
1.Logs in the Client's logbook stating purpose	Interviews client	1 min	Affidavits Photocopy of Birth Certificate	Registrar III/ Administrative Aide IV
2. Secures form for Completion	Issues notice of payment of document P 30.00 fee	5 minutes	Clearance Official Receipt	Registrar III/ Administrative Aide
3.Waits for the preparation of document	Prepares and signs document	5 minutes		Registrar III/ Administrative Aide IV
4.Receives Certification	Releases document	1 min		Administrative Aide IV
TOTAL RESPONSE TIME		12 mins.		

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OFFICE OF THE UNIVERSITY REGISTRAR

Services : Issuance of Student Evaluation /Assessment
 Service Provider : Registrar/Administrative Aide
 Schedule : 8:00AM to 5:00 PM, Monday to Friday
 Clients : Students

Procedure

STEPS/PROCESS		DURATION	REQUIREMENT/ FORM	PERSON RESPONSIBLE
CLIENT	SERVICE PROVIDER			
1.Logs in the Client's logbook	Interviews client	1 min		Registrar III/ Administrative Aide IV
2. Secures clearance form for completion	Issues Clearance Form/Completion Form Checks, verifies & evaluates deficiencies as to documents submitted, grades posted & academic status of student	1 hr	Clearance Form Official Receipt	Registrar III/ Administrative Aide IV
3.Submits Completion Form, Clearance, OR and wait for the issuance of Evaluation Form	Receives documents and updates/encodes completion of deficiencies and prepares Evaluation Form	10 mins.		Registrar III/ Administrative Aide IV
4.Receives evaluation form	Signs and releases document	1 min		Administrative Aide
TOTAL RESPONSE TIME		1 hr & 12 minutes		

Republic of the Philippines
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OFFICE OF THE UNIVERSITY REGISTRAR

Services : Release of Transfer Credentials
 Service Provider : Registrar/Administrative Aide
 Schedule : 8:00AM to 5:00 PM, Monday to Friday
 Clients : Transferees

Procedure

STEPS/PROCESS		DURATION	REQUIREMENT / FORM	PERSON RESPONSIBLE
CLIENT	SERVICE PROVIDER			
1.Logs in the Client's logbook	Interviews client	1 min		Registrar III/ Administrative Aide IV
2. Secures clearance form & complies with required documents.	Locates & checks student individual records as to posted grades Informs student of lacking requirements	15 mins	Clearance Form Request Form Completion Form Certification Certificate of Good Moral Character	Registrar III/ Administrative Aide IV
3. Submits duly accomplished clearance, Completion Form, OR and Certification of Good Manners issued by the Guidance Counselor and other required documents.	Verifies submitted documents	2 mins.		Registrar III/ Administrative Aide IV
4.Waits for the issuance of transfer credential	Prepares transfer credentials accompanied by a Certification of Grades	7 min		Registrar III/ Administrative Aide iv
4.Receives transfer Credential (Honorable Dismissal)	Signs and Issues Transfer Credentials	2 min.		Registrar III/ Administrative Aide IV
TOTAL RESPONSE TIME		26 mins.		

Republic of the Philippines
QUIRINO STATE UNIVERSITY

OFFICE OF THE UNIVERSITY REGISTRAR

Services : Release of Official Transcript of Records with Diploma/Certificate
 Service Provider : Registrar/Administrative Aide
 Schedule : 8:00AM to 5:00 PM, Monday to Friday
 Clients : Graduates
 Requirements : Application for Official Transcript of Records must be filed fifteen (15) days before the same is released. OTR is issued only once to the requesting party. No student is issued an Official Transcript of Records unless he/she is cleared from all accountabilities.

Procedure

STEPS/PROCESS		DURATION	REQUIREMENT/FORM	PERSON RESPONSIBLE
CLIENT	SERVICE PROVIDER			
1.Logs in the Client's logbook	Interviews client	1 min		Registrar III/ Administrative Aide IV
2. Secures clearance form & complies with required documents	Issues clearance form Locates, verifies & evaluates student records.	1 hr	Evaluation Form Request Form Completion Form Clearance Form	Registrar III/ Administrative Aide
3.Submits accomplished clearance, ORs and other required documents and wait for 15 working days for the release of the document	Re-checks, counter checks grade entries and prepares and signs documents	15 days	Approved Clearance Official Receipt	Registrar III/ Administrative Aide IV
4.Receives OTR,Diploma/Certificate	Releases documents	1 min		Administrative Aide
TOTAL RESPONSE TIME		15 days, 1 hr & 2 minutes		

Republic of the Philippines
QUIRINO STATE UNIVERSITY

OFFICE OF THE UNIVERSITY REGISTRAR

Services : Issuance of Certification, Authentication and Verification (CAV)
 Service Provider : Registrar/Administrative Aide
 Schedule : 8:00AM to 5:00 PM, Monday to Friday
 Clients : Graduates

Procedure

STEPS/PROCESS		DURATION	REQUIREMENT / FORM	PERSON RESPONSIBLE
CLIENT	SERVICE PROVIDER			
1. Logs in the client's request of document	Verifies request Interviews client	5 min		Registrar III/ Administrative Aide IV
2. Presents OR, original and Photocopy of document to be authenticated Acts on written/mailed request	Receives documents Presented Checks & verifies payments made to the requested number of copies Checks & verifies authenticity of documents submitted Authenticates document Requires payment of document @P30.00/copy	6 min	Original & photocopies of diploma & OTRs	Registrar III/ Administrative Aide IV
3. Waits for the release of requested document	Prepares and signs endorsement letter accompanied by the authenticated documents	6 min	Official Receipt	Registrar III/ Administrative Aide IV
4. Receives requested document personally or through mail	Records & releases document	3 min		Administrative Aide IV
TOTAL RESPONSE TIME		20 min.		

Republic of the Philippines
 QUIRINO STATE UNIVERSITY

OFFICE OF THE UNIVERSITY LIBRARY

Services : Charging of books for overnight use.
 Service Provider : Librarian, Library Aide
 Schedule : 8:00AM to 5:00 PM, Monday to Friday
 8:00AM to 12:00 Noon - Saturday
 Clients : Students

Procedure

STEPS/PROCESS		DURATION	REQUIREMENT/ FORM	PERSON RESPONSIBLE
CLIENT	SERVICE PROVIDER			
1. Secures the needed book from the shelf	Checks book(s)	3 minutes	Library Card	Library Aide
Presents book to the Circulation Officer	Enters data to the LUMS		Library Utilization Monitoring System (LUMS) Form Book Card	
2. Receives the book(s)	Releases book(s)	2 minute		Library Aide
TOTAL RESPONSE TIME		5 minutes		

Republic of the Philippines
QUIRINO STATE UNIVERSITY

OFFICE OF THE UNIVERSITY LIBRARY

Services : Charging of books for photocopying
 Service Provider : Librarian, Library Aide
 Schedule : 8:00AM to 5:00 PM, Monday to Friday
 8:00AM to 12:00 Noon - Saturday
 Clients : Students
 Requirement : Photocopying may be allowed provided the use is reasonable and not unduly harmful to the copyright owner.

Procedure

STEPS/PROCESS		DURATION	REQUIREMENT / FORM	PERSON RESPONSIBLE
CLIENT	SERVICE PROVIDER			
1.Locates & brings book to the circulation officer	Enters data to the LUMS	3 mins.	Library Card Library Utilization Monitoring(LUMS) Systems Form Book Card	Library Aide
2.Fills up Phtocopying Form/Slip	Checks and fills up Monitoring Form for photo duplicating services	2 mins.	Photocopying Slip	Library Side
3.Receives the book & signs document	Releases the book to the borrower	1 minute		Library Aide
TOTAL RESPONSE TIME		6 minutes		

Republic of the Philippines
 QUIRINO STATE UNIVERSITY

OFFICE OF THE UNIVERSITY LIBRARY

Services : Access of media materials and equipment
 Service Provider : Librarian, Library Aide
 Schedule : 8:00AM to 5:00 PM, Monday to Friday
 8:00AM to 12:00 Noon - Saturday
 Clients : Students

Procedure

STEPS/PROCESS		DURATION	REQUIREMENT/ FORM	PERSON RESPONSIBLE
CLIENT	SERVICE PROVIDER			
1.Registers in the logbook	Orients the client	3 minutes	Library Card	Library Aide
2. Presents Library Card	Receives Library Card, sets up the computer and turn over computer to the client	5 minutes	Library Card	Librarian
3. Avails internet Services	Monitors utilization			Librarian
4.Sets-off computer and claims for the return of Library Card	Records internet utilization and returns Library Card	2 minutes	Library Card	Library Aide
TOTAL RESPONSE TIME		10mins.		

Republic of the Philippines
QUIRINO STATE UNIVERSITY

OFFICE OF THE UNIVERSITY LIBRARY

Services : Issuance of Referral Letters to students, faculty and staff who desires to research in other libraries
 Service Provider : Librarian, Library Aide
 Schedule : 8:00AM to 5:00 PM, Monday to Friday
 8:00AM to 12:00 Noon - Saturday
 Clients : Students, Faculty and Staff
 Procedure

STEPS/PROCESS		DURATION	REQUIREMENT/ FORM	PERSON RESPONSIBLE
CLIENT	SERVICE PROVIDER			
1.Registers in the logbook	Interviews client	2 minutes	Library Card	Librarian
2. Waits for the release of document	Prepares & signs referral document	3 minute	Lreferral Form	Librarian
3. Receives document & signs in the logbook	Releases document	1 minute		Library Aide
TOTAL RESPONSE TIME		6 mins.		

Republic of the Philippines
 QUIRINO STATE UNIVERSITY

OFFICE OF THE UNIVERSITY LIBRARY

Services : Issuance of Library Cards
 Service Provider : Librarian, Library Aide
 Schedule : 8:00AM to 5:00 PM, Monday to Friday
 8:00AM to 12:00 Noon - Saturday
 Clients : Students

Procedure

STEPS/PROCESS		DURATION	REQUIREMENT/ FORM	PERSON RESPONSIBLE
CLIENT	SERVICE PROVIDER			
1.Registers in the logbook and submits 1 pc 1x1 ID picture	Receives ID picture and paste it on the library card and stamps it with "QSU Library"	3 minutes	Library Card 1 pc 1 x 1 ID picture	Library Aide
2. Waits for the processing of Library Card	Attaches sticker stating the semester the card will be used	3 minute	Library Card	Library Aide
3. Presents assessment form	Stamps assessment form and return to client Releases Library Card	1 minute		Library Aide
4.Receives the Library Card	Requires client to sign in the logbook as proof of receipt of document	2 minute	Library Card	Library Aide
TOTAL RESPONSE TIME		9 minutes		

Republic of the Philippines
 QUIRINO STATE UNIVERSITY

OFFICE OF THE UNIVERSITY LIBRARY

Services : Signing of Clearance
 Service Provider : Librarian, Library Aide
 Schedule : 8:00AM to 5:00 PM, Monday to Friday
 8:00AM to 12:00 Noon - Saturday
 Clients : Students
 Procedure

STEPS/PROCESS		DURATION	REQUIREMENT/ FORM	PERSON RESPONSIBLE
CLIENT	SERVICE PROVIDER			
1.Registers in the logbook and gives Clearance Form	Interviews client	2 minutes	Clearance Form	Librarian/ Library Aide
2. Waits for the signing of clearance	Checks records,signs clearance and releases document to the client	3 minute		Librarian/ Library Aide
3. Receives clearance	Issues clearance	1 minute		Library Aide
TOTAL RESPONSE TIME		6 minutes		

Republic of the Philippines
 QUIRINO STATE UNIVERSITY

OFFICE OF THE GUIDANCE COUNSELOR

Services : Issuance of Certificate of Good Moral Character
 Service Provider : Guidance Counselor/Guidance Staff
 Schedule : 8:00AM to 5:00 PM, Monday to Friday
 Clients : Students /graduates

Procedure

STEPS/PROCESS		DURATION	REQUIREMENT/ FORM	PERSON RESPONSIBLE
CLIENT	SERVICE PROVIDER			
1.Presents Official Receipt of Certification of Good Moral Character	Verifies the Official Receipt	1 minute	Official Receipt	Guidanc Staff
2.Waits for the verification	Verifies/checks client's record	3 minute		Guidance Staff
3.Waits for the Certification	Interview client & encodes date or information of client. Prints Certification of Good Moral Character	1o mins.		Guidance Counselor
4. Receives Certification and signs in the logbook	Records name of client and issues Certification	1 min		Guidance Counselor
TOTAL RESPONSE TIME		15 min.		

Republic of the Philippines
 QUIRINO STATE UNIVERSITY

OFFICE OF THE GUIDANCE COUNSELOR

Services : Issuance of Admission Slip
 Service Provider : Guidance Counselor/Office Aide
 Schedule : 8:00AM to 5:00 PM, Monday to Friday
 Clients : Students

Procedure

STEPS/PROCESS		DURATION	REQUIREMENT/ FORM	PERSON RESPONSIBLE
CLIENT	SERVICE PROVIDER			
1. Presents Excuse Letter	Checks and verifies excuse letter	5minutes	Excuse Letter	Guidance Staff
2. Submits herself/himself for interview/counseling	Interviews/ Counsels client	10 minute		Guidance Counselor
3. Waits for the Admission Slip	Prepares Admission Slip	1 min.		Guidance Counselor
4. Receives Admission Slip and signs in the logbook	Issues Admission Slip	1 min.		Guidance Counselor
TOTAL RESPONSE TIME		17 minutes		

Republic of the Philippines
 QUIRINO STATE UNIVERSITY

UNIVERSITY HEALTH SERVICES

Services : Pre-enrollment physical examination
 Service Provider : University Clinic
 Schedule : 8:00AM to 5:00 PM – Enrollment Period
 Clients : Students

Procedure

STEPS/PROCESS		DURATION	REQUIREMENT/ FORM	PERSON RESPONSIBLE
CLIENT	SERVICE PROVIDER			
1. Submits Notice of Admission	Instructs students to fill out Medical and Dental Record Forms	5 minutes	Medical & Dental Form	Dentist/ Nurse/ Nursing Aide
2. Submits self for procedures	Takes the height, weight, blood pressure and pulse rate	5 minutes		Nurse/ Nursing Aide
3. Goes to the dental clinic for examination	Conducts dental examination	30 mins.		Dentist/ Dental Aide
4. Goes to the Medical Clinic for examination	Conducts examination	15 mins.		Nurse/ Nursing Aide
TOTAL RESPONSE TIME		55 mins.		

Republic of the Philippines
QUIRINO STATE UNIVERSITY

UNIVERSITY HEALTH SERVICES

Services : Provides consultation and treatment
 Service Provider : University Clinic
 Schedule : 8:00AM to 5:00 PM
 Clients : Students , Faculty and Staff

Procedure

STEPS/PROCESS		DURATION	REQUIREMENT/ FORM	PERSON RESPONSIBLE
CLIENT	SERVICE PROVIDER			
1.Registers in the logbook Fills data on Clinic Visitation Form	Gives Clinic Visitation Form to the client Reviews form if properly filled-up	3 mins	School ID Clinic Visitation Form	Nurse
2.Goes to the admitting area/examination area	Examines patient through: <ul style="list-style-type: none"> ➤ Interview ➤ Observation ➤ Taking of vital signs (BP,RR,PR,BT, Ht & Wt.etc.) ➤ Blood glucose test Fills Vital signs record & Blood Glucose Monitoring Sheet	5 mins		Nurse
3.Goes to the Treatment Area	Carries-out nursing intervention <ul style="list-style-type: none"> ➤ Dispenses medicines ➤ Health Education ➤ Final Instruction ➤ Preparation of Certifications and Referrals ➤ Inform patient of follow-up visit 	15 mins		Nursing
4.Signs Data Forms	Secures patient's signature on Data Forms	1 min		
TOTAL RESPONSE TIME		24 mins.		

Republic of the Philippines
 QUIRINO STATE UNIVERSITY

UNIVERSITY HEALTH SERVICES

Services : Dental check-up
 Service Provider : Dental Clinic
 Schedule : 8:00AM to 5:00 PM
 Clients : Students , Faculty and Staff

Procedure

STEPS/PROCESS		DURATION	REQUIREMENT/ FORM	PERSON RESPONSIBLE
CLIENT	SERVICE PROVIDER			
1.Fills up patient's card	Checks patient's card	15 sec	School ID or Registration Form	Dentist
	Interviews patient and records data gathered	1 min		
2.Goes to the treatment room	Prepares instruments needed	30 sec.		Dentist
3.Opens mouth for oral examination	Records all carious and missing teeth and any abnormalities observed in the oral cavity	5 mins.		Dentist
4.Gargles	Discusses proper oral hygiene to the patient and gives recommendations	10 mins		Dentist
5.Goes to the receiving area	Records all services in the patient's card and in the logbook.	30 sec.		Dentist
	Keeps patient's card in the file cabinet	1 min.		
6. Affixes signature on the patient's logbook	Secures signature of patient in the patient's logbook	1 min		Dentist
TOTAL RESPONSE TIME		18 mins. & 15 sec.		

Republic of the Philippines
QUIRINO STATE UNIVERSITY

OFFICE OF THE STUDENT AFFAIRS AND SERVICES

Services : Evaluation of student resolutions
 Service Provider : Director for Student Services
 Schedule : 8:00AM to 5:00 PM
 Clients : Students

Procedure

STEPS/PROCESS		DURATION	REQUIREMENT/ FORM	RESPONSIBLE PERSON
CLIENT	SERVICE PROVIDER			
1. Submits resolution	Receives resolution	1 minute		Director for Student Affairs & Services
2. Waits for action taken	Determines the need/validity of project	5 minutes		Director for Student Affairs & Services
	Determines funding requirement	2 minutes		
	Recommends approval/disapproval	1 minute		
	Releases recommended resolution	1 minute		
3.Receives signed document	Retains file copy of document	1 minute		Director for Student Affairs & Services
TOTAL RESPONSE TIME		10 mins.		

Republic of the Philippines
 QUIRINO STATE UNIVERSITY

OFFICE OF THE STUDENT GOVERNMENT

Services : Signing of Clearance
 Service Provider : Adviser of the Student Government
 Schedule : 8:00AM to 5:00 PM, Monday to Friday
 8:00AM to 12:00 Noon - Saturday
 Clients : Students

Procedure

STEPS/PROCESS		DURATION	REQUIREMENT/ FORM	PERSON RESPONSIBLE
CLIENT	SERVICE PROVIDER			
1.Registers in the logbook and gives Clearance Form	Interviews client	2 minutes	Clearance Form	SG Adviser
2. Waits for the signing of clearance	Checks records & signs clearance	3 minute		SG Adviser
3. Receives clearance	Releases document to the client	1 minute		SG Adviser
TOTAL RESPONSE TIME		6 minutes		

Fees/Charges:

SCHEDULE OF FEES
SY 2015-2016

Fees for Incoming First Year Students and Transferrees

PARTICULARS	AMOUNT
I. UNDEGRADUATE TUITION FEES	P 110.00/Unit
II. MISCELLANEOUS FEES	
Registration Fee	100.00
Library Fee	200.00
Medical Fee	75.00
Dental Fee	100.00
Athletic Fee	50.00
SCUAA Fee	100.00
Socio-Cultural Fee	100.00
Test Papers	50.00
Guidance Fee	100.00
III. LABORATORY FEES	
Caregiving & Nursing Assistant	500.00/subject
Computer Laboratory Fee	450.00/subject
Other Subjects	250.00/subject
IV. OTHER FEES	
CWTS/LTS/ROTC Fee	165.00/Sem
Internet Fee	250.00/Sem
Student Assistance Fund (SAF)	500.00/Sem
SG – Department Council	20.00/Sem
SG-Student Publication	80.00/Sem
SG fee	50.00/Sem
SG – Mutual Aide	50.00/Sem
Red Cross Fee	50.00/Year
PSC Fee	50.00/Year
Def Tac Fee (BS Crim only)	50.00/Sem
V. ADDITIONAL FEES	
Entrance Test Fee	100.00
Student ID	200.00 w/ ID lace/10 for succeeding semesters for stickers
Student Handbook	150.00
Special Exam	50.00/subject
Affiliation fee (CTE)	1,000.00
IA fee (CHIM only)	1,000.00/subject
Late Registration	100.00-1 st day & 50.00/day thereafter
Changing, Adding, Dropping, Shifting Forms	20.00
Registration Records & Automation	100.00
Completion Form	20.00
Re-issuance of Class Card	5.00
Replacement of Test Permit	20.00
CAV	80.00
Correction of Name	60.00
Certification	30.00
Request for Data/Document	50.00
TOR	50.00/page
Diploma	200.00
Diploma Folder	200.00

What Customers Expect From Us

- Offices of Quirino State University are open to serve customers from 8:00 AM to 5:00 PM without noon break from Mondays to Fridays except Saturdays, Sundays and Holidays.
- We immediately respond to the needs of clients;
- We promptly inform clients of any delay that is likely to affect our response time;
- We monitor and evaluate our performance to ensure that we are responding to customers' expectations; and
- We render equal service regardless of tribe, faith and race.

Feedback and Redress Mechanisms

Courteous and helpful service is extended by all employees of the university. If you have any feedback with regards to the delivery of the above services, please contact :

DR. ANGELINA D. AMBONON
Vice President for Administration and Finance
Mobile No. 0906-576-2485
1/F JAAH Building, Quirino State University, Diffun, Quirino

Or

DR. HERMENEGILDO F. SAMOY, JR.
Vice President for Academic Affairs
Mobile No. 09202264647
2/F JAAH Building, Quirino State University, Diffun, Quirino

If not satisfied with the response, please accomplish the feedback form available at the Public Assistance Counter, JAAH Building and drop it at the suggestion box.

You can e-mail your feedback and/or suggestion to [/quirinostateuniversity@yahoo.com.ph](mailto:quirinostateuniversity@yahoo.com.ph)

You can also lodge your written concerns through:

DR. SAMUEL O. BENIGNO
University President
Quirino State University
Diffun, Quirino

Thank you so much for helping us continuously improve our services.