CITIZEN'S CHARTER

1. Application for College Admission to the Palawan State University

Office/Division:	**Admission Services Unit**
Classification:	**Highly Technical**
Type of Transaction:	**G2C – Government to Citizen**
Who may avail:	1. A Grade 12 student expected to graduate at the end of the current school year from a DepEd-accredited high school or an accredited secondary school abroad; OR 2. A graduate of Senior High School in the previous years who did not enroll in other college or university after graduation; OR 3. A graduate of Alternative Learning System (ALS) and has passed the ALS Accreditation and Equivalency Program and is certified as eligible for admission to tertiary level; OR 4. A graduate of ALS from 2019 to 2021; AND 5. Must have not taken classes at another college/university; AND 6. Must have not enrolled and taken classes at this University or other PSU campuses.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• PSUCAT Application Form 1	Online Application Portal Website (https://oes.psu.palawan.edu.ph/aims/application/)
• PSA Birth Certificate	Philippine Statistics Authority Office
• Grade 11 Report Card (SF-9 / Form 138)	High School of the Applicant
• High School Diploma (if applicant is already a high school graduate)	High School of the Applicant
• Authenticated Certification as a High School Graduate eligible for admission to the University based on the Certificate of Rating or COR (if applicant is has completed the DepEd (ALS) program)	Relevant DepEd School Division Office Superintendent/Testing Coordinator or the Department of Education – Bureau of Alternative Learning System (BALS)
• NCIP Certificate / Certificate of Tribal Membership from IPMR (if applicant is a member of indigenous group)	NCIP Provincial Office or Service Center where an applicant's tribal roots or community are located
• PWD (Persons with Disability) ID or certificate (if applicant is a person with disability)	City/Municipal Persons with Disability Affairs Office (PDAO); OR City/Municipal Social Welfare and Development Office (C/MSWDO)

CITIZEN'S CHARTER

1. Application for College Admission to the Palawan State University (Continuation)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• DSWD/BIR Income Certificate or Barangay Indigency Certification (if the applicant's family income falls below the poverty threshold) • PSUCAT Application fee proof of payment (if foreign student applicant) • 2X2 ID Picture	City/Municipal Social Welfare and Development Office (CSWDO/MSWDO); OR BIR Revenue District Office (RDO); OR Barangay Hall of the barangay where the applicant are a resident PalawanSU - Office of University Cashier Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access the online application portal at https://oes.psu.palawan.edu.ph/aims/application	Ensure that the portals are live and accessible	None	2 minutes	Applicant
2. Fill out the pre-sign-up fields to create an account: Academic Year and Semester, Last Name, First Name, Middle Name, Email Address, and Birthdate.	Online system generates an verification and sends automatically to inputted applicant's email address	None	3 minutes	Applicant
3. Enter the verification code received via email and clicks the "Verify Code" button.	Online system will proceed to complete the email verification process. Then proceed to Data and Privacy Consent and send Temporary Login Credentials on email	None	10 minutes	Applicant
4. Answers the pre-question by selecting their applicant type: First-Time Freshman, Transfer Student, Returning Student, Campus Transfer, or International/Foreign Applicant.	Online system will direct applicants to the appropriate admission form, which reflects the sections of Admission Application Form 1	None	2 minutes	Applicant

CITIZEN'S CHARTER

1. Application for College Admission to the Palawan State University (Continuation)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
5. Fill-out all sections of Admission Application Form 1	Ensure that all sections are accessible	None	25 minutes	
6. Double-check all information encoded and submitted documents then click the button to officially submit the application	Online system receives submitted information and uploaded files	None	15 minutes	Applicant
7. Receive a system- generated of submission completion and received	Review and assess submitted application data and supporting documents.	None	2 months	Admission Personnel
8. Receive test permit with test schedule and venue details via the online application portal	Release test permit through the online portal and inform applicants through email	None	14 days	Admission Personnel
TOTAL		None	2 months, 14 days and 57 minutes	

CITIZEN'S CHARTER

2. Application for Grade 1, Grade 7, and Grade 11 Admission to the University

Office/Division:	Admission Services Unit
Classification:	Complex
Type of Transaction:	G2C – Government to Citizen
Who may avail:	**Grade 1 Applicant:** A applicant should be at least 6 years old by August 31 of the school year he/she will enroll in; AND Must be able to identify the alphabet and numbers; AND Must have undergone Kindergarten 2 from DepEd accredited school; AND Must have a Learner's Reference Number; AND **Grade 7 Applicant:** A Grade 6 student expected to graduate at the end of the current academic year; AND Must have no grade below 80 in all subjects in Grade 5; AND Must have General Average grade 85 or better. **Grade 11 Applicant:** A Grade 10 student expected to graduate at the end of the current academic year; AND Must have no grade below 85 in Mathematics and Science subjects in Grade 9; and Must have General Average grade 85 or better.

CITIZEN'S CHARTER

2. Application for Grade 1, Grade 7, and Grade 11 Admission to the University (Continuation)

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Application Form • PSA Birth Certificate • Official Receipt of Admission Fee • 2x2 ID Picture • Kindergarten Report Card (if Grade 1 applicant) • Grade 5 Report Card SF-9 / Form 138 (if Grade 6 applicant) • Grade 9 Report Card SF-9 / Form 138 (if Grade 11 applicant)	ILS-Elementary Principal Office, ILS-Junior High Principal Office, ILS-Senior High Principal Office Philippine Statistics Authority Office PalawanSU - Office of University Cashier Applicant Kindergarden School of the Applicant Elementary School of the Applicant Junior High School of the Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLIE
1. Secure the Admission Application Form from the Department Admission Coordinator or designated office.	Provide and deliver the Admission Application Form to the Department Admission Coordinator (Elementary, Junior High, Senior High)	None	5 minutes	Admission Personnel and Department Admission Coordinator
2. Pay the Admission Examination Fee at the University Cashier's Office	Secure a payment slip for the Admission Services Unit office and pay t the University Cashier's Office	Php 300.00	5 minutes	Admission Personnel and University Cashier Personnel

CITIZEN'S CHARTER

2. Application for Grade 1, Grade 7, and Grade 11 Admission to the University (Continuation)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLIE
3. Accomplish the Admission Application Form and prepare all required documentary requirements.	Provide guidance on the completion of forms and requirements, if needed.	None	10 minutes	Department Admission Coordinator
4. Submit the accomplished Admission Application Form and complete documentary requirements to the Department Admission Coordinator.	Receive and evaluate submitted application documents for completeness and compliance with admission requirements	Php 300.00	15 minutes	Department Admission Coordinator
5. Receive the examination schedule and test permit.	Issue the examination schedule and test permit to qualified applicants.	None	3 minutes	Department Admission Coordinator
	TOTAL	**Php 300.00**	38 minutes	

CITIZEN'S CHARTER

3. Application for College Transferee and Second-Courser Admission to the University

Office/Division:	Admission Services Unit
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	1. A student who has previously enrolled in another university for at least one semester; OR 2. A student who has already completed their undergraduate degree at an accredited college or university; AND 3. Must have a General Average grade of 2.25 or better for applicants applying for programs with board examinations; OR/AND 4. Must have a General Average grade of 2.50 or better for applicants applying for programs without board examinations.
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
• Online Application Form	Online Application Portal Website (https://oes.psu.palawan.edu.ph/aims/application/)
• PSA Birth Certificate	Philippine Statistics Authority Office
• Transcript of Records or Certification of Grades	College or University Registrar's Office of the Applicant
• Certificate of General Weighted Average	College or University Registrar's Office of the Applicant
• Official Receipt of Admission Fee for Second-Courser	PalawanSU - Office of University Cashier
• 2x2 ID Picture	Applicant

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLIE
1. Access the online application portal at https://oes.psu.palawan.edu.ph/aims/application	Ensure that the portals are live and accessible	None	2 minutes	Applicant

CITIZEN'S CHARTER

3. Application for College Transferee and Second-Courser Admission to the University (Continuation)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
2. Fill out the pre-sign-up fields to create an account: Academic Year and Semester, Last Name, First Name, Middle Name, Email Address, and Birthdate.	Online system generates an verification and sends automatically to inputted applicant's email address	None	3 minutes	Applicant
3. Enter the verification code received via email and clicks the "Verify Code" button.	Online system will proceed to complete the email verification process. Then proceed to Data and Privacy Consent and send Temporary Login Credentials on email	None	10 minutes	Applicant
4. Answers the pre-question by selecting their applicant type: First-Time Freshman, Transfer Student, Returning Student, Campus Transfer, or International/Foreign Applicant.	Online system will direct applicants to the appropriate admission form, which reflects the sections of Admission Application Form	None	2 minutes	Applicant
5. Fill-out all sections of Admission Application Form	Ensure that all sections are accessible	None	25 minutes	Applicant
6. Double-check all information encoded and submitted documents then click the button to officially submit the application	Online system receives submitted information and uploaded files	None	15 minutes	Applicant
7. Receive a system- generated of submission completion and received	Review and assess submitted application data and supporting documents.	None	1 months	Admission Personnel
8. Receive test permit with test schedule and venue details via the online application portal	Release test permit through the online portal and inform applicants through email	None	7 days	Admission Personnel
	TOTAL	None	**1 months, 7 days and 57 minutes**	

CITIZEN'S CHARTER

4. Application for Graduate School Admission to the University

Office/Division:	Admission Services Unit
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	**Master's Degree Applicant:** 1. The applicant must be a graduate of a baccalaureate degree; AND 2. Must have at least 9 units of academic background in the discipline he/she is applying for' AND 3. Must have an undergraduate GWA of at least 2.0 or its equivalent. **Doctoral Degree Applicant:** 1. The applicant must be a holder of master's degree with thesis; AND 2. Must have at least 12 academic units in the master's level of the program applied for; AND 3. Must have a master's degree GWA of at least 1.75 or its equivalent.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Online Application Form	Online Application Portal Website (https://oes.psu.palawan.edu.ph/aims/application/)
• PSA Birth Certificate	Philippine Statistics Authority Office
• Transcript of Records	College or University Registrar's Office of the Applicant
• Honorable Dismissal (if applicable)	College or University Registrar's Office of the Applicant
• Certificate of General Weighted Average	College or University Registrar's Office of the Applicant
• Official Receipt of Admission Fee	PalawanSU - Office of University Cashier
• 2 Reference/recommendation Letters	Previous employers or professors
• 2x2 ID Picture	Applicant

CITIZEN'S CHARTER

4. Application for Graduate School Admission to the University (Continuation)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access the online application portal at (https://oes.psu.palawan.edu.ph/aims/application)	Ensure that the portals are live and accessible	None	2 minutes	Applicant
2. Fill out the pre-sign-up fields to create an account: Academic Year and Semester, Last Name, First Name, Middle Name, Email Address, and Birthdate.	Online system generates an verification and sends automatically to inputted applicant's email address	None	3 minutes	Applicant
3. Enter the verification code received via email and clicks the "Verify Code" button.	Online system will proceed to complete the email verification process. Then proceed to Data and Privacy Consent and send Temporary Login Credentials on email	None	10 minutes	Applicant
4. Answers the pre-question by selecting their applicant type: First-Time Freshman, Transfer Student, Returning Student, Campus Transfer, or International/Foreign Applicant.	Online system will direct applicants to the appropriate admission form, which reflects the sections of Admission Application Form	None	2 minutes	Applicant
5. Fill-out all sections of Admission Application Form	Ensure that all sections are accessible	None	25 minutes	Applicant
6. Double-check all information encoded and submitted documents then click the button to officially submit the application	Online system receives submitted information and uploaded files	None	15 minutes	Applicant
7. Receive a system- generated of submission completion and received	Review and assess submitted application data and supporting documents.	None	1 month	Admission Personnel
8. Receive test permit with test schedule and venue details via the online application portal	Release test permit through the online portal and inform applicants through email	None	7 days	Admission Personnel
	TOTAL	None	**1 months, 7 days and 57 minutes**	

CITIZEN'S CHARTER

5. Application for School of Law Admission to the University

Office/Division:	Admission Services Unit
Classification:	Highly Technical
Type of Transaction:	G2C – Government to Citizen
Who may avail:	**Master's Degree Applicant:** 1. The applicant must be a graduate of a baccalaureate degree; AND 2. Must have at least 9 units of academic background in the discipline he/she is applying for' AND 3. Must have an undergraduate GWA of at least 2.0 or its equivalent. **Doctoral Degree Applicant:** 1. The applicant must be a holder of master's degree with thesis; AND 2. Must have at least 12 academic units in the master's level of the program applied for; AND 3. Must have a master's degree GWA of at least 1.75 or its equivalent.
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Online Application Form	Online Application Portal Website (https://oes.psu.palawan.edu.ph/aims/application/)
• PSA Birth Certificate	Philippine Statistics Authority Office
• Transcript of Records	College or University Registrar's Office of the Applicant
• Honorable Dismissal (if applicable)	College or University Registrar's Office of the Applicant
• Certificate of General Weighted Average	College or University Registrar's Office of the Applicant
• Official Receipt of Admission Fee	PalawanSU - Office of University Cashier
• 2x2 ID Picture	Applicant

CITIZEN'S CHARTER

5. Application for School of Law Admission to the University (Continuation)

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Access the online application portal at (https://oes.psu.palawan.edu.ph/aims/application)	Ensure that the portals are live and accessible	None	2 minutes	Applicant
2. Fill out the pre-sign-up fields to create an account: Academic Year and Semester, Last Name, First Name, Middle Name, Email Address, and Birthdate.	Online system generates an verification and sends automatically to inputted applicant's email address	None	3 minutes	Applicant
3. Enter the verification code received via email and clicks the "Verify Code" button.	Online system will proceed to complete the email verification process. Then proceed to Data and Privacy Consent and send Temporary Login Credentials on email	None	10 minutes	Applicant
4. Answers the pre-question by selecting their applicant type: First-Time Freshman, Transfer Student, Returning Student, Campus Transfer, or International/Foreign Applicant.	Online system will direct applicants to the appropriate admission form, which reflects the sections of Admission Application Form	None	2 minutes	Applicant
5. Fill-out all sections of Admission Application Form	Ensure that all sections are accessible	None	25 minutes	Applicant
6. Double-check all information encoded and submitted documents then click the button to officially submit the application	Online system receives submitted information and uploaded files	None	15 minutes	Applicant
7. Receive a system- generated of submission completion and received	Review and assess submitted application data and supporting documents.	None	1 months	Admission Personnel
8. Receive test permit with test schedule and venue details via the online application portal	Release test permit through the online portal and inform applicants through email	None	7 days	Admission Personnel
	TOTAL	None	1 months, 7 days and 57 minutes	

CITIZEN'S CHARTER

6. Issuance of Admission Examination Result

Office/Division:	Admission Services Unit
Classification:	Complex
Type of Transaction:	G2C - Government to Citizen
Who may avail:	All eligible applicants/examinees who took the exam
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Valid PSU Application Portal Account	• Online Portal Website or PalawanSU - OSAS Admission Services Unit Office

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Go to the online application portal https://oes.psu.palawan.edu.ph/aims/application/	Upload the admission examination results on portal	None	2 Minutes	Applicant, Admission Personnel
2. Log in with the email address and password that were used in your application to view your PSUCAT results	Application status can be viewed. The System provides the applicant with his/her results by email	None	3 Minutes	Applicant, Admission Personnel
TOTAL		None	5 Minutes	

CITIZEN'S CHARTER

7. Request of Re-Admission Form, Shifting Form, and Campus Transfer

Office/Division:	Admission Services Unit
Classification:	Simple
Type of Transaction:	G2C - Government to Citizen
Who may avail:	Students of Palawan State Universty
CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
• Online Request Form • Certificate of Grades • General Clearance • College Shifting Form	• Office of Admission Services Unit • University Registrar's Office • University Registrar's Office • College Dean's Office Staff

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Secure and accomplish the Online Request Form https://forms.gle/9wcuYKFSQEWH9bQ7A	Provide the Online Request Form link. Issue the Request Document, and inform the student of the succeeding steps and documentary requirements.	None	5 minutes	Admission Personnel
2. Secure the other required documents: Certificate of Grades and General from the Registrar's Office and College Shifting Form from College Dean's Office	Issue the requested documents	Php 50.00 for (Certificate of Grades)	1-2 days	University Registrar's Office Staff, College Dean's Office Staff, and Cashier Staff
3. Secured the required documents and proceed to the College Guidance Counselor for interview and recommendation	Conduct counseling, assess the request, and provide recommendation or endorsement.	None	10 minutes	College Guidance Counselor
4. Submit the Re-Admission/Shifting Form/Campus Transfer Form and other document requirements to the University Registrar Office	Receive, verify, evaluate the submitted documents, and release the evaluation result with further instructions, if applicable.	None	20 minutes	University Registrar's Office Staff
TOTAL		**Php 50.00**	Approx. 1-2 days and 35 Minutes	

FEEDBACK AND COMPLAINTS MECHANISM

How to send feedback	Accomplish the Client Satisfaction & Fedback Form and put in the Drox Box at the Public Assistance and Complaint Desk Send feedback to the University President through emal at oup@psu.palawan.edu.ph Call the OUP at (048) 433 2379
How feeback are processed	The Internal Audit Service Office (IAS) opens the drop boxes every month to evaluate feedback. A summary of ratings and comments are forwarded to relevant offices for appropriate action.
How to file a complaint	Accomplish the Client Satisfaction & Fedback Form and put in the Drox Box at the Public Assistance and Complaint Desk (PACD) Send complaints to the University President through email at oup@psu.palawan.edu.ph File a complaint through the Public Information Office (PIO)
How complaints are processed	The Internal Audit Service Office (IAS) opens the drop boxes every month to evaluate feedback. A summary of ratings and comments are forwarded to relevant offices for appropriate action. The Office of the President Staff also monitors complaints sent through email and relays these to the appropriate offices. Moreover, the University Public Information Office (PIO) receives complaints and refers these to appropriate offices

SERVICE PLEDGE

Palawan State University promotes the implementation of simplified requirements and procedures that will eliminate red tape and expedite transactions in all its offices. It is committed to provide assistance to the public in filing and investigating complaints agains government agencies and/or oficials or noncompliance to R.A.11032. It shall continually attend to all applicants or requesting parties who are within the premises of the office prior to the end of official working hours and during lunch break.

CONTACT INFORMATION

Conteact Center ng Bayan (CCB)	SMS: 0988816565 Hotline: 1-6565 (via PLDT Landline) Email Address: email@contactcenterngbayan.gov.ph CSC's Facebook Messenger: http://m.me/civilservicegovph CCB Website: www.contactcenterngbayan.gov.ph
Presidential Complaint Center (PCC)	8888 8736-8645 or 8786-8603 8736-8606 or 8736-8629 or Telefax: 8-736-8021
Anti-Red Tape Authority (ARTA)	8475-5091 or 8478-5099 complaints@arta.gov.ph
Office of the University President	(048) 433 2379 oup@psu.palawan.edu.ph