



Republic of the Philippines  
**ROMBLON STATE UNIVERSITY**  
**SAN AGUSTIN CAMPUS**  
 Cabolutan, San Agustin, Romblon

**ISSUANCE OF THE CERTIFICATE OF GOOD MORAL CHARACTER**

Schedule of Availability of services : 8:00a.m. – 5:00p.m.; Monday to Friday  
 Clients/Customers : Students, Alumni  
 Requirements : Clearance and School ID for Students, TOR or Diploma for Alumni  
 Processing Time : 10 Minutes

STEP CUSTOMER/ APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSIBLE	FORMS
1. Seeks pieces of advice and fill-in the Individual Inventory Form	•Entertains and accommodate client with understanding and enthusiasm; and •Provides assistance to clients in search for self-development and self-realization.	1 Hour	None	•Counsellor • Guidance Coordinator	Individual Inventory Form
2. Listens to the suggestions/recommendations of the counsellor and fills-in the Personal History Form	•Discusses aspects that need improvement, and •Sets next schedule*	35 minutes	None	•Counsellor • Guidance Coordinator	Personal History Form
3. Agrees on next schedule of counselling	•Note down the schedule on the logbook.			•Counsellor • Counselee	Logbook
4. Signs the Logbook	•Checks entry.	2 minutes	None	•Guidance Coordinator	Logbook
* -Optional. This is only for those with broad issues of concern, the same with the whole Step 3.					
<b>END OF TRANSACTION</b>					

**FEEDBACK AND REDRESS MECHANISM.** Your comments and suggestions will help us improve the delivery of our services. You may do any of the following: a) Accomplish our feedback form and drop it in the suggestion box located at the entrance of the respective offices of the Romblon State University; b) Inform our officer of the day assigned in the Public Assistance Desk; c) Email to [hr\\_support@rsu.edu.ph](mailto:hr_support@rsu.edu.ph), call our Hotline at 567-5859/ [rexybolo@gmail.com](mailto:rexybolo@gmail.com); and d) Our policy on front-line services is “**NO NOON BREAK**”.

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STEP CUSTOMER/ APPLICANT	SERVICE PROVIDER	DURATION OF THE ACTIVITY	FEE	PERSON RESPONSI- BLE	FORMS
1.Presents requirements Writes request in the log- book 2. 3.	•Verifies authenticity of requirements submit- ted. •Prepares the certificate. •Signs cer- tificate. •Enters name in the logbook and have the client affix his or her signature.	3 minutes 4 minutes 2 minutes	None None None	•Counsellor •Guidance Coordinator	Clear- ance, ID, TOR, Diploma CGMC
4. Signs the Logbook	•Verifies signature made and releases the CGMC. •Advices client to proceed to the Cashier's Office.	1 minutes	None	•Counsellor •Guidance Coordinator	CGMC Logbook
5. Receives the Certificate and Proceeds to the Cash- ier for Seal Stamping and Payment					
<b>END OF TRANSACTION</b>					

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**MAMAMAYAN MUNA, HINDI MAMAYA NA**