



CITIZEN'S CHARTER

1. Completion of INC Grades

This service refers to the procedure to complete INC grades of students, which must be done weeks or months before the deadline set by the Registrar's Office.

Office or Division:	Institute of Tropical Ecology and Environmental Management			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Students with incomplete grades			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Report of Grade Completion (FM-REG-20)		Registrar's Office		
Course Requirements to be submitted/fulfilled		Professor/instructor concerned		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits Report of Grade Completion to the professor/instructor after complying with deficiencies	Posts grade in completion form, signs the form, and forwards the form to the Director for approval.	None	10 minutes	<i>Professor/ Instructor</i>
	Signs approved the form.	None	2 minutes	<i>Institute Director</i>
	Registers the document online for tracking, logs a record, and forwards the form to the Registrar's Office.	None	30 minutes	<i>dDRC/AdDRC, Messenger</i>
Total		None	42 minutes	

2. Clearance for Graduating MSTREC/BSEM/BSES Students

As one of the requirements for graduation, graduating students of ITEEM need to acquire clearance from the Institute.

Office or Division:	Institute of Tropical Ecology and Environmental Management			
Classification:	Simple			
Type of Transaction:	G2C			
Who may avail:	Graduating Students			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Clearance for Graduating Students Form (FM-REG-17)		ITEEM Admin. Office		
Tree Planting Certificate		ITEEM Administrative Assistant		
A copy of the Acknowledgment Receipt of Thesis Manuscript from the Library		University Library		
An e-copy of the Manuscript for ITEEM file		Student/client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits properly filled-out clearance form to the Students' Focal Person	Receives the form and checks if the form is properly filled out, and all requirements in the checklist have been complied with.	None	2 minutes	<i>Students' Focal Person</i>
	If all the requirements are complied with, the clearance is forwarded to the Director for signature.	None	2 minutes	<i>Students' Focal Person, Admin. Assistant, Director</i>
	Release the signed clearance.	None	2 minutes	<i>Admin. Assistant, Students' Focal Person</i>
Total		None	6 minutes	

3. Permit to Borrow/Use of Laboratory Facilities/Equipment/Lecture Room

This service is provided to all clients from within the University and from agencies outside of the University.

Office or Division:	Institute of Tropical Ecology and Environmental Management			
Classification:	Simple			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All clientele from within and outside of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request		From the client		
Request for Use of Laboratory Facility (FM-ODI-09)		ITEEM Laboratory In-Charge		
Request for Use of Laboratory Equipment (FM-ODI-10)		ITEEM Laboratory In-Charge		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submits letter request addressed to the Institute Director through the Division Head where the equipment is assigned (AED ¹ , or TED ²)	Receives the letter request, and forwards to the Division Head	None	10 minutes	<i>Receiving-Releasing Staff, Division Head</i>
	Recommends approval/non-approval of the request, and forwards the recommended request to the Director	None	10 minutes	<i>Division Head, Admin. Assistant, Director</i>
	Acts the request	None	1 minute	<i>Director</i>
	Forwards back the acted request to the Division Head	None	1 minute	<i>Admin. Assistant, Receiving-Releasing Staff, Division Head</i>
If the request is approved, the client fills out the specific form for use	Receives and checks the completeness of the filled-out form, and extends the requested service	None	1 minute	<i>Lab In-charge</i>
Total			23 minutes	

¹ Aquatic Ecosystems Division

² Terrestrial Ecosystems Division

4. Research/Extension Training Services

With its mission for the attainment of the well-being of the people in the Visayas through effective and highly developed resources and the generation, dissemination, and application of relevant knowledge and technology in tropical ecology, the Institute of Tropical Ecology and Environmental Management (ITEEM) provides the following research/extension training services to interested clients from within and outside the University, private or government agencies:

- Training on Rainforestation and Propagation Techniques of Indigenous Forest/Fruit Tree Seedlings
- RF Orientation and Cross Visit
- Assessment, Establishment, and Development of RF Adapter's Farm
- Resource & Ecological Assessment of Terrestrial Ecosystem
- Lecture on Environmental Concerns (i.e. anti-mining, biodiversity conservation, etc.)
- Training on Climate Change and Community-Based Ecosystem and Disaster Risk Management
- School-On-Air (SOA) Rainforestation Farming Seminar
- Nursery Establishment and Propagation of Critically-Endangered Plants
- Environmental Camp and Nature Trek
- Rainforestation Adopter's Farm Sustainability Assessment using Response Inducing Sustainability Evaluation (RISE) Tool
- Participatory Coastal Resource Assessment (PCRA) Training
- Coastal Resource Management (CRM) Training, Orientation, and Cross Visit
- Resource & Ecological Assessment of Marine and Coastal Ecosystems
- SCUBA Training

Office or Division:	Institute of Tropical Ecology and Environmental Management			
Classification:	Technical			
Type of Transaction:	G2C, G2B, G2G			
Who may avail:	All clientele from within and outside of the University			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Letter request addressed to the VSU President (OP), attention Office of the Vice-President for Research, Extension, and Innovation (OVPREI); <i>with attached</i> REI Service Request Form (FM-REI-16)		From the client		
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Submit the letter request, attached with FM-REI-16	Receives the letter request and the request form, reviews, acts and forwards to the Training Coordinator	None	2 mins	<i>Receiving Staff, Admn. Assistant, Institute Director, Training Coordinator</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
Attends scheduled meeting (online/ face-to-face) for the request	The Training Coordinator reviews and consults with the clientele, the Institute Director, REI technical representative, and the extension office about the training requested	None	1 hour	<i>Clientele, Institute Director, and Training Coordinator in consultation with the Director for Extension and REI Technical representative</i>
	Approve/deny the request after the consultation	None	2 minutes	<i>Director</i>
<i>Steps if the request is approved:</i>				
Preparation and submission of MOA to VSU	Review the submitted draft MOA	None	5 days	<i>Institute Director, Training Coordinator, REI Technical representative</i>
Respond to comments and suggestions	Accepts the responded comments and suggestions	None	3 days	<i>Institute Director, Training Coordinator, REI Technical representative / VSU Legal Office</i>
Finalized MOA	Accepts the finalized MOA to be endorsed to UADCO and approved by BOR	None	3 months (depending on the schedule of UADCO and BOR meeting)	<i>VSU-OP</i>
Formal signing of MOA	Prepare for the signing of MOA	None	2 hours	<i>VSU President and Collaborating Party</i>
Receive the signed MOA and communicate with the Institute for the training	Communicates and identifies agreed schedule and training preparations with the collaborating party through online	None	1 hour	<i>Institute Director/ Training Coordinators and Collaborating Party</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	The Training Team prepares the training Kits, lectures, demonstrations/ hands-on and other significant training documents	None	14 days	<i>Training Team (Coordinator, Assistants, and Resource Persons)</i>
	The training team conducts the training	None	3-5 days (depends on the requested training)	<i>Training Team (Coordinator, Assistants, and Resource Persons)</i>
Fill out the Customer's Feedback form (FM-QAC-02)	Hands out the feedback form to the clients	None	3 minutes	<i>Training Team</i>
	Retrieves the feedback form (put inside the customer's feedback box)	None	1 minute	<i>Training Team</i>
Total			3 months, 17-19 days, 4 hours and 9 minutes	
<i>For existing MOAs that stipulate the conduct of training</i>				
Fill out the REI Service Request form (FM-REI-16) from the Extension Office	Receives and acknowledges the REI Service Request form (FM-REI-16) from the Extension Office	None	3 minutes	<i>Institute Receiving Staff</i>
	Communicates and identifies agreed schedule and training preparations with the collaborating party through online	None	1 hour	<i>Director/ Training Coordinators and Collaborating Party</i>
	The Training Team prepares the training Kits, lectures, demonstrations/ hands-on and other significant training documents	None	14 days	<i>Training Team (Coordinator, Assistants, and Resource Persons)</i>

CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
	The training team conducts the training	None	3-5 days (depends on the requested training)	<i>Training Team (Coordinator, Assistants, and Resource Persons)</i>
Fill out the Customer's Feedback form (FM-QAC-02)	Hands out the feedback form to the clients	None	3 minutes	<i>Training Team</i>
	Retrieves the feedback form (put inside the customer's feedback box)	None	1 minute	<i>Training Team</i>
Total			17-19 days 1 hour and 7 days	