



MARIKINA POLYTECHNIC COLLEGE
2 Shoe Avenue corner Mayor Juan T. Chanyungco
St., Sta. Elena, Marikina City

CITIZEN'S CHARTER

2014
EDITION

FOREWORD

This Citizen's Charter of the Marikina Polytechnic College is issued to show its commitment towards the improvement of the quality of public services. This Citizen's Charter does not by itself create a new legal right, but it surely helps in enforcing existing rights. This is done by letting the people know the mandate of the College, how one can get in touch with its officials, what to expect by way of services and how to seek a remedy if something goes wrong.

The service standards provided for the stakeholders/clients/customers on "The Kinds of Services"; Where to file; Transaction Time/Duration of Processing Time; The Person Responsible and The Basic Documents Requirements are herein presented.

It is therefore the College commitment to provide more responsive and citizen-friendly governance through concerted efforts, well - coordinated, interfaced services of the different offices of the College.

MPC Management

MPC Profile

Location : Shoe Avenue corner Mayor Juan T. Chanyungco St., Sta. Elena, Marikina City, Metropolitan Manila, Philippines.

Type of School : State Polytechnic College

Head of School : College President

Area of School : 5.8 Hectares

Number of Buildings : 22 Building

- 90 Classrooms
- 12 Shop Lecture Rooms
- 37 Laboratory/Shops
- 12 Offices

Annual Operating Budget

2008 – P78,150,832.00
2009 – P68,767,568.00
2010 – P85,269,060.00
2011 – P81,793,668.00
2012 – P73,324,275.00
2013 – P82,910,000.00
2014 – P91,243,009.00

Brief History of MPC

The Marikina Polytechnic College is a new state college established through the enactment of Republic Act No. 9289 as a result of two consolidated bills, House Bill No. 5059 authored by Congressman Del R. de Guzman and Senate Bill No. 2450 authored by Senator Edgardo J. Angara. The bill was approved on April 14, 2004, thus, the birth of this College.

The history of this College can be traced through the following dates:

- **July 18, 1947** – Establishment of Marikina Junior High School by virtue of a Municipal Council Resolution No. 59, s. 1947.
- **July 18, 1949** – The school was renamed Marikina High School.
- **July 18, 1952** – The name of the school was changed to Leodegario Victorino Memorial High School in honor of Leodegario Victorino, the first Marikeño to become Division Superintendent of Schools, Province of Rizal.
- **July 1, 1957** – The school was converted into a national school of arts and trades by virtue of Republic Act No. 1586 authored by Rep. Serafin Salvador, 2nd District of Rizal.
- **May 8, 1978** – The name of the school was changed to Marikina Institute of Science and Technology by virtue of a Malacañang approval.
- **April 14, 2004** – The school was converted into a state college named as Marikina Polytechnic College.
- **May 2004** – Mrs. Yolanda E. Olano the Superintendent of the then MIST was designated by the BOT as the Officer in Charge.
- **December 2004** – Dr. Manuel R. Pangilinan was appointed as the first President of the College.
- **January 4, 2007** – Dr. Henry L. Lañada was appointed OIC President through BOT Resolution No. 4, Series of 2007 and Acting President, by virtue of BOT Resolution No. 65, Series of 2007. In his capacity as Acting President, the Ladderized Bachelor of

Industrial Technology (BIT) was offered by the College during the year and the Master's Degree Program was reopened.

- **December 1, 2008**
 - Dr. Henry L. Lañada assumed office as President of the College. During his term, massive developments have been undertaken both academic and non-academic, to wit:
 - Doctoral Program was offered in June, 2009 with initial enrolment of 25 students.
 - The highest percentage of faculty scholarship grants, trainings and seminars for employees was granted.
 - Massive infrastructural development such as the construction and renovation of General Education Building, IICT Extension Building, Drawing Building, WAF Building, GFD Building, Student nook and other repairs of old buildings.
 - Acquisition of library holdings and FSM equipment.
 - Acquisition of technology equipment/speech laboratory.
 - The highest average growth rate of enrolment of 18% per annum for the last six (6) school years, (2007 – 2008 to 2012 – 2013) has been registered from 2,563 students in 2006 to 6,535 in 2012.
 - The highest increase of enrolment of 22.61% per year was achieved in 2012 – 2013.

- **December 2012**
 - Dr. Henry L. Lañada, due to his exemplary leadership and performance, was re-appointed as President for his second term in the College up to November 30, 2016 through BOT Resolution No. 47, S. 2012. He continued to undertake improvement in the College and during the first quarter the following were accomplished:
 - Construction of flag poles, stage and ground pavement in time for graduation on April 2, 2013.
 - Registered the highest number of graduates of 995 students for doctoral, masteral and undergraduate programs.

VISION

The Marikina Polytechnic College shall be the national center of excellence for higher professional teacher and technical education and training and the development center for shoe and leather craft and other allied industries.

MISSION

The College is committed to provide quality and relevant education and training for prospective administrators, teachers, trainors and technopreneurs and to produce quality researches for the development of shoe and leather craft and other allied industries.

PHILOSOPHY

MPC is committed to the **TRAIN** Philosophy, to wit:

Teach higher education and technical teachers and technopreneurs
Relevant knowledge, skills, and appropriate
Attitude towards the development of
Internationally competitive workforce for
National progress and sustainable development.

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**MPC's
FRONTLINE
SERVICES**



MARIKINA POLYTECHNIC COLLEGE

Marikina City

ADMINISTRATION AND FINANCE DIVISION

RECORD MANAGEMENT SERVICES

Kinds of Services/Steps	Person Responsible	Transaction Time (under normal circumstances)	Documents Needed (if necessary)
<u>PROCEDURE IN RECEIVING/RELEASING DOCUMENTS</u>			
A. RECEIVING			
1. Receive documents duly acknowledged/stamped with date and person receiving.	OP Staff	2 minutes	
2. Return receiving copy duly acknowledged by the client.	OP Staff	2 minutes	
3. Log in the original copy in the logbook with the necessary information.	OP Staff	2 minutes	
4. Photocopy the document for temporary filling.	OP Staff	2 minutes	
5. Submit original copy to the College President for appropriate action.	OP Staff	2 minutes	
- End of Transaction -			
B. RELEASING			
1. Photocopy approved documents for dissemination/filing.	OP Staff	2 minutes	
2. Log out documents in the logbook and have it receive by the concerned clients.	OP Staff	2 minutes	
- End of Transaction -			



MARIKINA POLYTECHNIC COLLEGE

Marikina City

ADMINISTRATION AND FINANCE DIVISION

HUMAN RESOURCE SERVICES

Kinds of Services/Steps	Person Responsible	Transaction Time (under normal circumstances)	Documents Needed (if necessary)
<u>REQUEST FOR SERVICE RECORD, CERTIFICATE OF EMPLOYMENT</u>			
1. Get a request form and fill out properly, rate clients satisfaction	HRMO/ Records Clerk	1 to 2 days	If transferee, service records from previous employer
2. Sign the logbook for acknowledgment of processed form.	HRMO/ Records Clerk		
3. Wait for the request form signed by the director.	HRMO/ Records Clerk		
- End of Transaction -			
<u>REQUEST FOR FILLING OF LEAVE</u>			
1. Proceed to records section.	Faculty /Personnel	1 to 2 days	
2. Fill out and accomplish leave form properly (Application for vacation leave and sick leave should be for one full day)	Faculty /Personnel	1 to 2 days	
3. Have the form signed by the head/supervisor.	Unit head		
4. Submit to HRMO for Director's signature.	Director for Administration	1 to 2 days	
- End of Transaction -			
<u>FOR SICK LEAVE</u>			
A. Five (5) days absences or more	Faculty /Personnel HRMO	1 to 2 days	Medical Certificate (In case medical consultation was not availed of, an affidavit should be executed)
- End of Transaction -			

FOR VACATION LEAVE

A. Leave shall be filed in advance, possible (5) days before going on such leave	Faculty /Personnel HRMO		
B. 30 days absences or more		Employees clearance	
- End of Transaction -			



MARIKINA POLYTECHNIC COLLEGE

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ADMINISTRATION AND FINANCE DIVISION

ACCOUNTING/BUDGET SECTION SERVICES

Kinds of Services/Steps	Person Responsible	Transaction Time (under normal circumstances)	Documents Needed (if necessary)
<u>REQUISITION OF DOCUMENTS</u>			
A. Office Forms/Papers (Photocopied payroll, Certification of remittance, loan forms for GSIS and Pag-ibig)			
1. Fill out request slip.		2 seconds	
2. Submit the request slip.		2 seconds	Request Slip
3. Claim the requested paper/form	Accounting Staff/Budget Officer	1 minute	
4. Fill out the requested form/paper (if necessary).		1 minute	
5. Wait for action on request (if needed).	Accounting Staff/ Budget Officer	5 minutes	
6. Sign in the logbook for acknowledgment of action taken on needed request.	Accounting Staff/Budget Officer	2 seconds	
- End of Transaction -			
<u>REQUEST FOR RENTAL OF MPC FACILITIES</u>			
<u>(ACTIVITY CENTER, CLASSROOMS, CONFERENCE ROOM, ETC.)</u>			
1. Inquire availability of facility at the Office of the President. If available write a letter of request.	Office of the President Staff	5 minutes	
2. Submit letter of request to the Office of the President.	Office of the President Staff		
3. Wait for approval of the request.		1 – 2 days	
4. If approved, Office of the President forwards approved	Accountant	8 minutes	Approved letter of request

letter of request to the Accounting Office for preparation of billing statement.			
5. Billing Statement is forwarded to the Director for Administration and Finance and to the Office of the President for approval and signature.	Accountant	1 day	Approved letter of request
6. When Billing statement is approved and signed, ask for order of payment from the Accounting Office.	Accountant	5 minutes	Approved Billing Statement
7. Pay the rental fee at the Cashier's Office.	Cashier	5 minutes	Approved Billing Statement, Order of Payment
- End of Transaction -			



MARIKINA POLYTECHNIC COLLEGE

Marikina City

ADMINISTRATION AND FINANCE DIVISION

CASHIER'S OFFICE SERVICES

Kinds of Services/Steps	Person Responsible	Transaction Time (under normal circumstances)	Documents Needed (if necessary)
<u>PAYMENT OF FEES –Tuition Fee, Registration Fee, Miscellaneous Fee, Training Fee, Transcript, Certification, Diploma, Certificates, School and Library ID, Exam Fee, Space Rental Fee, Graduation Fee</u>			
1. Present the documents needed. Forms properly filled out and assessed.	Cashier Staff	5 minutes	Registration form, Request form, Replacement form, Order of payment
2. Pay fees directly to the Cashier.	Cashier Staff	5 minutes	
3. Secure Official Receipt.	Cashier Staff	5 minutes	
- End of Transaction -			
<u>CLAIMING OF CHECKS</u>			
1. Present and submit the documents needed.	Cashier Staff	5 minutes	Valid ID's any two (2) Photocopied: School ID, PRC, Postal ID, GSIS/SSS ID, Driver's License, Company ID Authorization Letter Official Receipt (for suppliers)
2. Sign the disbursement voucher and warrant register.	Supplier/ Client	5 minutes	
3. Claim your check.	Cashier	5 minutes	
- End of Transaction -			

CLAIMING OF SALARIES/WAGES – Job Order, SA, Part-time, Contractual

For New Personnel, Student, Representative			
1. Present and submit the documents needed.	Cashier Staff	5 minutes	Valid ID's any two (2): School ID, PRC, Postal ID, GSIS/SSS ID, Driver's License, Company ID Authorization Letter
2. Sign the payroll.	Personnel, Student, Representative	5 minutes	
3. Claim your salary/wages.	Cashier Staff	5 minutes	
- End of Transaction -			



MARIKINA POLYTECHNIC COLLEGE

Marikina City

PROCUREMENT OFFICE SERVICES

Kinds of Services/Steps	Person Responsible	Transaction Time (under normal circumstances)	Documents Needed (if necessary)
<u>REQUEST FOR PURCHASE OF GOODS/SERVICES</u>			
1. Secure Purchase Request (PR) Form from the Supply Office.	Supply Office Staff	2 minutes	
2. Accomplish the PR Form by listing the items you need as per complete specifications. Also indicate the cost per item.	Requisitioning Staff	10 minutes	
3. Submit the Accomplished Form to the Head of concerned Office for his approval and signature.	Department/ Office Head	5 minutes	Purchase Request Form
4. Secure the PR Control Number from the Supply Office.	Supply Office Staff	2 minutes	Purchase Request Form
5. Submit the PR to the Office of the President for Approval	Requisitioning Staff	3 minutes	Purchase Request Form
- End of Transaction -			



MARIKINA POLYTECHNIC COLLEGE

Marikina City

SUPPLY OFFICE SERVICES

Kinds of Services/Steps	Person Responsible	Transaction Time (under normal circumstances)	Documents Needed (if necessary)
<u>REQUISITION OF SUPPLIES AND MATERIALS</u>			
1. Fill out the requisition and issue slip.	End user	2 minutes	Requisition and Issue Slip form
2. Check availability	Supply officer	3 minutes	
3. Releasing of supplies and materials	Supply personnel	2 minutes	
4. Receive the requested material and sign acknowledgment.	End user	3 minutes	Requisition and Issue Slip form
- End of Transaction -			
<u>REQUISITION OF TOOLS AND EQUIPMENT USING INVENTORY AND CUSTODIAN SLIP</u>			
1. Fill out the custodian slip form.	End user	2 minutes	Requisition/Issue Slip form
2. Check availability.	Supply officer	3 minutes	
3. Releasing of supplies and materials.	Supply officer	2 minutes	
4. Receive the requested material and sign acknowledgement.	End user	3 minutes	Inventory Custodian Slip form
- End of Transaction -			
<u>REQUISITION OF TOOLS AND EQUIPMENT USING PROPERTY ACKNOWLEDGMENT RECEIPT</u>			
1. Prepare Acknowledgment receipt.	Supply personnel	2 minutes	
2. Physical Check, tools/equipment	End user	3 minutes	
- if not OK, return to supplier.	Supply personnel	3 – 5 days	
- Changed the items	Supplier		
- If OK, releasing of tools/equipment	Supply personnel	2 – 5 minutes	
- End of Transaction -			



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GRADUATE OFFICE SERVICES

Kinds of Services/Steps	Person Responsible	Transaction Time (under normal circumstances)	Documents Needed (if necessary)
<u>APPLICATION FOR ENTRANCE EXAMINATION</u>			
1. Secure a copy of Entrance Examination Form for the new students.	Graduate School Staff	1 minute	Examination Form
2. Proceed to Cashier's Office for payment of fee.	Client/ Cashier	5 minutes	Examination Form approved by the VPAA
3. Conduct an Entrance Examination for the new students. 4. List of Passers shall be posted after a maximum of 3 working days.	Client/Staff	1 whole day for Masteral 2 days for Ed.D.	Official Receipt
<u>APPLICATION FOR ENROLMENT</u>			
1. Secure a copy of Pre-registration Form for the CPE/Graduate School.	Graduate School Staff	1 minute	Enrolment Form
2. Proceed to Dean for approval of Pre-registration Form.	Client/ VPAA	5 minutes	Pre-registration Form
3. Proceed to Registrar for enrolment form and assessment of fees.	Client/ Cashier Staff	10 minutes	Registration Form
4. Proceed to the Cashier's Office for the payment of	Client/ Cashier Staff	5 minute	Registration Form

fees.			
- End of Transaction -			



MARIKINA POLYTECHNIC COLLEGE

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REGISTRAR'S OFFICE SERVICES

Kinds of Services/Steps	Person Responsible	Transaction Time (under normal circumstances)	Documents Needed (if necessary)
<u>REQUISITION OF DOCUMENTS</u>			
A. Transcript of Records			
1. Get and fill out Clearance Form	Registrar's Staff	5 minutes	Valid Identification Card
2. Proceed to the Library and Cashier for Signature	Cashier and Librarian	20 minutes	Clearance Form
3. Get and fill out Payment Slip	Registrar's Staff	2 minutes	Accomplished Clearance Form
4. Pay the assessed amount (Php 30.00/page) at the Cashier's Office	Cashier	2 minutes	Payment Slip
5. Secure claim stub for claiming the needed documents	Registrar's Staff	2 minutes	Receipt of Payment
6. Claim your Transcript of Records	Registrar's Staff	After 1-2 weeks	Claim Stub, receipt of payment 1 pc. Documentary stamp and 1 pc. 2x2 ID picture with white background, (if necessary- F-137 or TOR for transferee with remarks "Copy for MPC"
- End of Transaction -			
B. Diploma/Certificates			
1. Get and fill out Clearance Form	Registrar's Staff	5 minutes	Valid Identification card, Accomplished Clearance Form (if necessary)
2. Proceed to the Library and Cashier for signature	Cashier and Librarian	20 minutes	Clearance Form
3. Secure and fill out Payment Slip	Registrar's Staff	2 minutes	Accomplished Clearance Form
4. Pay Diploma/Certificate fee of Php 50.00 at the Cashier's Office	Cashier	2 minutes	Payment Slip
5. Claim your Diploma/certificate	Registrar's Staff	5 minutes	Receipt of Payment
- End of Transaction -			
C. Certification/Honorable Dismissal/Good Moral Certificate, etc.			

1. Get and fill out Payment Slip	Registrar's Staff	5 minutes	Valid Identification Card, Clearance Form
2. Pay the assessed amount at the Cashier's office(Php 20.00 per certification)	Cashier	2 minutes	Payment Slip
3. Secure claim stub for claiming the needed documents	Registrar's Staff	2 minutes	Receipt of Payment
4. Present the claim stub and bring 1 pc. Documentary stamp	Registrar's Staff	20 minutes	Claim Stub, official receipt 1 pc. Documentary stamp
- End of Transaction -			



MARIKINA POLYTECHNIC COLLEGE

Marikina City

REGISTRAR'S OFFICE SERVICES

Kinds of Services/Steps	Person Responsible	Transaction Time (under normal circumstances)	Documents Needed (if necessary)
<u>D. AUTHENTICATION OF DOCUMENTS</u>			
1. Get and fill out payment Slip	Registrar's Staff	5 minutes	Original copy of document (Diploma, TOR with MPC Heading, certification, etc.)
2. Pay the authentication fee of Php 50.00 per document	Cashier	2 minutes	Payment Slip
3. Submit the photocopies of document, 5 copies of each documents for stamping	Registrar's Staff	5-10 minutes	Receipt of payments
4. Claim your authenticated document	Registrar's Staff	2 minutes	
- End of Transaction -			
<u>E. ENROLMENT</u>			
1. Present (for old students)/ Submit (for new students) requirements and get pre-enrolment form	Registrar's Staff	3 – 5 minutes	Enrolment requirements : <u>For new student:</u> original HS Card or TOR and honorable dismissal for transferee, Good Moral Certificate and 1 2x2 ID picture with white background <u>For old student:</u> Student's Reg. form from the previous sem. and school year, school ID and grade slip if any.
2. Fill out completely and submit pre-registration Form	Registrar's Staff	10-15 minutes	Pls. see enrolment requirements
3. Print the registration form and assess the enrolled subjects	Registrar's Staff	2 minutes	Registration Form (with attached requirements for

			new students)
4. Pay the assessed tuition (Php. 100.00/unit) and miscellaneous fee and present registration form for stamping	Cashier	2 minutes	Registration Form
5. Proceed to Students Affairs Division a. Medical Clinic (New Student only) b. Guidance Office (I.D. Validation) c. Library (Library Card Validation)	Assigned Personnel		Receipt of Payment and Stamped Registration form
6. I.D. picture taking			
- End of Transaction -			



MARIKINA POLYTECHNIC COLLEGE

Marikina City

PLACEMENT SERVICE OFFICE SERVICES

Kinds of Services/Steps	Person Responsible	Transaction Time (under normal circumstances)	Documents Needed (if necessary)
<u>APPLICATION FOR EMPLOYMENT ASSISTANCE</u>			
1. Visit and inquire for job opening.	Graduate/undergraduate Placement Coordinator	30 minutes	Locator slip
2. Submit your credential/report for screening/interview to the Placement Coordinator.	Placement Coordinator Applicants	30 minutes	Applicant's resume with picture and other credentials: a. Transcript of records b. Certificate of Trainings/Seminars attended
3. Get recommendation letter.	Placement Coordinator, OSA Director, President	1 day	Recommendation Letter
4. Monitor/follow-up	Applicant, Placement Coordinator	10 minutes	
- End of Transaction -			
<u>APPLICATION FOR INDUSTRY IMMERSION</u>			
1. Get the orientation schedule.	Placement Coordinator	5 minutes	Posted schedule by technology
2. Attend the scheduled orientation:			
a. Know the needed requirements.	Placement Coordinator	2 hours to 3 hours	Information sheet
b. Fill out the necessary documents needed	Students		
c. Consult assigned coordinator on available training venue.	Student trainees linkages	1 day	List of companies/shops/industries & food establishment
3. Enroll on the scheduled dates (by Technology)	Registrar's Office Placement Coordinator	30 minutes	Student's Rating Slip of the previous semester

	Counselor Librarian Cashier		
4. Submit properly accomplished training documents.	Placement Coordinator Student Trainees	5 minutes	Information sheet waiver
5. Secure an endorsement/recommendation letter from the Placement Coordinator.	Placement Coordinator OSA Director	Minimum of 1 day	Information Sheet Waiver Endorsement/Recommendation letter
6. Submit documentary requirements needed by the company/shop/establishment.	Placement Coordinator Students School/company physician/Proprietor/company manager/HR manager	1 day	School/company waiver Medical certificate
7. Submit individual/group Industry Immersion report after the training.	Placement Coordinator	10 minutes	Evaluation form Logbook/Narrative Report Documentation
- End of Transaction -			



MARIKINA POLYTECHNIC COLLEGE

Marikina City

GUIDANCE AND COUNSELING OFFICE SERVICES

Kinds of Services/Steps	Person Responsible	Transaction Time (under normal circumstances)	Documents Needed (if necessary)
<u>SCHOOL I.D. REPLACEMENT</u>			
1. Secure an I.D. replacement form from the Guidance Office.	Guidance Counselor	2 minutes	Latest registration form
2. Accomplish form and pay replacement fee of P120.00 at the Cashier's Office.	Cashier	15 minutes	
3. Return accomplished form together with the Official receipt at the Guidance Office.	Guidance Counselor	5 minutes	
4. Proceed to the personnel in-charge of the I.D. replacement.	Personnel In-charge of I.D. replacement	15 minutes	Official receipt
5. Claim your I.D. from the Guidance Office.	Guidance Counselor	5 minutes	
- End of Transaction -			
<u>APPLICATION FOR SCHOLARSHIP (New Applicants)</u>			
1. Secure an application form from the Guidance Office.	Scholarship Coordinator Guidance Staff	5 minutes	
2. Fill out the Scholarship Application Form and secure the scholarship requirement.	Scholarship Coordinator Guidance Staff	10 minutes	
3. Submit the accomplished application form together with other pertinent documents.	Scholarship Coordinator	10 minutes	Checklist of scholarship requirements
4. Wait for the action taken on the application submitted.	Scholarship Coordinator OSA Director VPAA	1 week	Recommendation Form Letter of Recommendation from the benefactor approved by the president
5. Request for a Certificate of Scholarship, if approved.	Scholarship Coordinator	20 minutes	Letter of recommendation from the Scholarship Coordinator Certificate of Scholarship

6. Submit a Petition for reconsideration, if denied.	Scholarship Coordinator OSA Director	3 days	
7. Enroll for the semester immediately following the course in which he/she qualifies.	Enrolling Teacher Registrar	2 days	Certificate of scholarship
8. Sign in the prescribed form, the agreement with the College obliging him to pursue his course for a minimum period of time he enjoys the scholarship.	Scholarship Coordinator OSA Director President	3 days	Assessed Enrolment Form Memorandum of Agreement
- End of Transaction -			
<u>RENEWAL OF SCHOLARSHIP</u>			
1. Submit the Rating Sheet signed by the Scholarship Coordinator and the Registrar.	Scholarship Coordinator Registrar	2 weeks	Student's Rating Slip
2. Wait for the financial assistance from the benefactor after submission of reports.	Scholarship Coordinator	1 month	Communication from the Scholarship Coordinator
- End of Transaction -			



MARIKINA POLYTECHNIC COLLEGE

Marikina City

MEDICAL AND DENTAL HEALTH SERVICE OFFICE

DENTAL HEALTH SERVICES

Kinds of Services/Steps	Person Responsible	Transaction Time (under normal circumstances)	Documents Needed (if necessary)
<u>CONSULTATION AND TREATMENT</u>			
1. Sign in the logbook and indicate your complain.	Dentist	1 minute	Logbook School I.D.
2. Fill out the individual examination chart.	Dentist	5 minutes	General Record for Dental Health Examination
3. Wait for the action to be given (medicine supply, scheduling of dental treatment or consultation)	Dentist	1 minute	
4. Secure parent's consent form if dental treatment is necessary.	Dentist		Parent's Consent Form
5. Submit the signed consent form as scheduled.	Dentist		Signed Parent's Consent Form
6. Wait for the dental treatment/services to be given.	Dentist		
- End of Transaction -			



MARIKINA POLYTECHNIC COLLEGE

Marikina City

MEDICAL AND DENTAL HEALTH SERVICE OFFICE

MEDICAL SERVICES

Kinds of Services/Steps	Person Responsible	Transaction Time (under normal circumstances)	Documents Needed (if necessary)
<u>DAILY ROUTINE CONSULTATION</u>			
1. Approach any medical staff or go directly to the physician.	Physician Medical Staff	5 – 10 minutes	
2. Ask for medical assistance by stating your problem or main complaint.			
3. Register name, course, year level on the medical logbook.			Medical Logbook
4. Submit for physical examination.			
5. Wait for and listen to the doctor's advice.			
6. Receive prescribed medicine for free. If medicine is not available, receive the doctor's prescription.			
7. Secure excuse slip from anybody from the medical staff if advised by the doctor to rest or go home to be signed by his/her instructor.			Excuse Slip Form
- End of Transaction -			
<u>PHYSICAL EXAMINATION FOR ALL FIRST YEAR/OJT/PE STUDENTS</u>			
1. Secure Medical Clearance Form and call number for schedule.			
2. Submit for physical examination.	Medical Staff	5 – 10 minutes	Medical Clearance Form
3. Wait for the doctor's advice.			
4. If found not physically fit, seek medical clearance from Specialist Doctor (for example, for heart – seek Cardiac clearance from a cardiologist)			
- End of Transaction -			
<u>EMERGENCY CASE/S</u>			

1. Go directly to the clinic for assistance.	Medical Staff	10 minutes to 1 hour	Medical logbook
2. Submit for first aid.			
3. If condition does not improve, inform parents of present condition.			
4. Transport to the nearest or appropriate hospital.			
- End of Transaction -			



MARIKINA POLYTECHNIC COLLEGE

Marikina City

OFFICE OF THE STUDENT AFFAIRS SERVICES

Kinds of Services/Steps	Person Responsible	Transaction Time (under normal circumstances)	Documents Needed (if necessary)
<u>APPLICATION FOR ACCREDITATION OF STUDENT ORGANIZATION</u>			
1. Submit application for accreditation to OSA during the current school year.	Head, Student Organization Director, OSA	5 minutes	Refer to the Checklist on the Application for Accreditation
2. Follow-up whether the application for accreditation is approved or still for revision.	SO faculty adviser Head, SO Screening Committee	5 minutes	Refer to the Guidelines for Accreditation of organization
3. Check/Claim from the OSA whether your organization is included in the Directory of Accredited Organization.	Head, SO Director, OSA	5 minutes	Refer to the Directory of Accredited Student Organization
- End of Transaction -			
<u>HOW TO JOIN THE EDITORIAL STAFF OF THE MPC JOURNAL</u>			
1. Submit a letter of intent to the Editor-in-chief (EIC) expressing your intention to join the Editorial Staff.	Editor – in – chief School paper Adviser	5 minutes	
2. Wait for the posted announcement of the date set for the qualifying examination.	Editor – in – chief School paper Adviser Head, Publication	10 minutes	Schedule for taking the Competitive Exam for both oral and written work
3. Take the examination.	Editorial Board School	2 hours	List of Qualified

	Paper Adviser		Applicants
4. Wait for the posting of the examination results.	Editorial Board School Paper Adviser Language Critic MPC Journal Consultants	2 weeks (maximum)	
5. If qualified, report to the Editor - - in chief for briefing.	Editor – in – chief School paper adviser		
- End of Transaction -			



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RESEARCH AND DEVELOPMENT OFFICE SERVICES

Kinds of Services/Steps	Person Responsible	Transaction Time (under normal circumstances)	Documents Needed (if necessary)
<u>REQUEST FOR DATA</u>			
1. Fill out the request form.	R & D Staff	1 minute	
2. Submit the request form for action.	R & D Staff		
3. Wait until the datum/data is/ are given.	R & D Staff	5 minutes	
4. Sign the logbook for the acknowledgment of the receipt of the data requested.	R & D Staff		
- End of Transaction -			
<u>REQUEST FOR COPIES OF RESEARCH MATERIALS (Fact Book, Research Studies, Journals, etc.)</u>			
1. Fill out the request form.	R & D Staff	1 minute	
2. Submit the request form.	R & D Staff		
3. Wait until the request is granted.	R & D Staff	1 minute	
4. Sign the logbook for acknowledgment of documents/materials received.	R & D Staff		
- End of Transaction -			
<u>REQUEST FOR CONDUCT OF COLLOQUIUM</u>			
1. Submit the letter of request and get one record copy.	R & D Director		Letter of Request A copy of research proposal
2. Wait for approval of request.	R & D Director	2 days	
3. Write a letter on the action done on the request.	R & D Director	1 day	

4. Schedule the colloquium one month after approval of the request.	R & D Director		Five copies of the research proposal /studies
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- End of Transaction -



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EXTENSION SERVICES OFFICE

Kinds of Services/Steps	Person Responsible	Transaction Time (under normal circumstances)	Documents Needed(if necessary)
<u>REQUEST FOR THE EXTENSION SERVICES BY THE LGU/NGO/INDUSTRY</u>			
1. Submit Letter of Intent to Extension Services Office.	Extension Services Staff	2 minutes	Letter of Intent
2. Follow up approval of request.	Extension Services Staff	2 minutes	Letter of intent
3. Fill out request form.	Extension Services Staff	5 minutes	Request for Extension Services Form (LGU/NGO/Industry concerned)
4. Prepare and sign Memorandum of Agreement (MOA).	President Concerned Party Director, Extension Services	10 days	MOA
5. Prepare schedule of trainor/s and training program for LGU/NGO/Industry	Director, Extension Services Head, Extension Services	5 days	
6. Consolidate the report submitted by the concerned parties.	Director, Extension Services Head, Extension Service	3 days	Report on Extension Services
- End of Transaction -			
<u>REQUEST FOR THE COMMUNITY EXTENSION SERVICES BY THE FACULTY</u>			
1. Fill out Community Extension Services Form.	Extension	5 minutes	Community Extension

	Services Staff		Services Form
2. Follow up approval of the request.	Extension Services Staff	2 minutes	Community Extension Services Form
3. Get schedule of training/Program from the Extension Services Office.	Director, Extension Services Head, Extension Services Faculty	5 minutes	Training/Program Schedule
4. Consolidate the report on extension services done by the concerned faculty.	Director, Extension Services Head, extension Services	3 days	Report on Extension Services
- End of Transaction -			



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LIBRARY SERVICES

Kinds of Services/Steps	Person Responsible	Transaction Time (under normal circumstances)	Documents Needed (if necessary)
<u>ISSUANCE AND VALIDATION OF LIBRARY CARDS</u>			
For New Student			
1. Present the enrolment form.	Librarian/ Library Staff	3 minutes	2 recent 1 x 1 I.D. picture
2. Pay lamination fee of P 10.00.	Librarian/ Library Staff		
3. Claim your library card after attending the orientations.	Librarian/ Library Staff	20 minutes	Claim stub
For Old Students			
1. Submit the enrolment form to the librarian/library staff.	Librarian/ Library Staff		
2. Present the library card for validation	Librarian/ Library Staff	1 minute	Library card
- End of Transaction -			
<u>REPLACEMENT OF LOST LIBRARY CARD</u>			
1. Submit a letter of request.	Librarian	5 minutes	
2. Get replacement form from the librarian.			1 1 x 1 I.D. picture
3. Secure clearance signature of the librarian and guidance counselor.	Librarian and Guidance Counselor		Clearance
4. Pay the replacement fee (Php 50.00) at the Cashier.	Cashier		
5. Submit the replacement form together with the receipt to the library staff.	Library Staff	After 3 working days	Official receipt
- End of Transaction -			
<u>USING THE LIBRARY</u>			
1. MPC Students Present Library card duly validated by the librarians	Librarian/ Library Staff		Library card

for the current semester.			
2. MPC Faculty and Employees Present MPC Identification card (I.D.) every time a book is borrowed.	Librarian/ Library Staff		School I.D.
3. Outside Researchers Present a referral letter from the institution of origin. Present school Identification card (I.D.) or Library Card (L.C.)	Librarian/ Library Staff		Referral letter and I.D. or L.C.
- End of Transaction -			



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LIBRARY SERVICES

Kinds of Services/Steps	Person Responsible	Transaction Time (under normal circumstances)	Documents Needed (if necessary)
<u>PHOTOCOPYING OF BOOKS</u>			
1. Proceed to the library's counter.	Librarian/ Library Staff		Library card
2. Fill out the photocopying request slip. Write Legibly.			Photocopying slip loan record
3. Present your validated library card together with the photocopying slip.	Librarian/ Library Staff		Library card Photocopying slip
4. After photocopying, proceed to the counter for proper cancellation of the loan record.	Librarian/ Library Staff		
5. Return the books properly in their respective shelves. - A maximum of two (2) books or references are allowed to be photocopied at the same time provided that two photocopying request slips are accomplished. - Books and references must be returned immediately after photocopying. - Books and references that are taken out for photocopying purposes will be given an overdue fine if not returned within the day.			
- End of Transaction -			
<u>OVERNIGHT AND HOME READING LOANS</u>			
1. Proceed to the library's counter.			
2. Fill out a reservation slip and book card. Write legibly.	Librarian/ Library Staff		Library card, reservation slip and book card
3. Present your validated library card, the fully accomplished reservation slip and book card to the library staff or librarian in-charge.	Librarian/ Library Staff		Library card, reservation slip and book card
4. When returning the book, proceed to the counter for proper cancellation of the loan record.	Librarian/		Loan record

	Library Staff		
<p>5. Return the book properly in its respective shelves.</p> <ul style="list-style-type: none"> - Students are allowed to borrow books for overnight use one at a time only. - Books borrowed for overnight may be renewed once only, provided it is not in demand. - Renewal of books must be approved by the librarian. - Pocket books are allowed to be borrowed for one (1) week and can be renewed if not in demand. - Books and references are not allowed to be borrowed during the last week of every semester. 			
- End of Transaction -			



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PROCUREMENT PROCEDURES

Kinds of Services/Steps	Person Responsible	Transaction Time (under normal circumstances)	Documents Needed (if necessary)
PROCUREMENT PLANNING			
1. End users prepares PPMP End users submits PPMP to BAC	ALL	Before year end	PPMP
2. BAC consolidates PPMPs and accomplishes APP Forwards APP to OP for approval/signatures	BAC	Before end of January	APP
3. OP forwards APP to BAC	OP		Approved APP
4. BAC/Procurement furnishes COA, Supply and Accounting Office a copy of the APP All procurements must be part of Consolidates APP (if not supplemental)			
- End of Transaction -			
PROCUREMENT PROPER			
1. End user accomplishes PR	End user		PR
2. End user forwards PR to the Supply Office for PR numbering/verification	Supply Staff		PR Number
3. Supply office forwards PR to OP for approval/signature	OP Staff		Approved PR
4. OP forwards PR to Supply office to determine availability of items at PS DBM	Supply Officer		
- End of Transaction -			
FOR COMMON SUPPLIES AND OTHER ITEMS AVAILABLE AT PS DBM			
1. If available Supply Office proceeds with On-line Purchase at PHILGEPS and issues an APR	Supply Office	1 day	APR
2. Forwards APR to Accounting Office for fund obligation, preparation of OS and DV	Accounting Office	1 day	OS, DV
3. Accounting Office forwards APR, OS, and DV to OP for approval and signature.	OP	1 day	Signed APR, OS, DV
4. OP forwards signed APR, OS, and DV to Cashier's office for check preparation.	Cashier's Office	1 day	Check for signature
5. Cashier's office forwards check to OP for approval and signature.	OP	1 day	Signed APR, OS, DV
6. OP forwards signed check, APR, OS and DV to Cashier's office for deposit to PS DBM account	Cashier's Office	1 day	Validated deposit slip
7. Cashier deposits check to PS DBM account and forwards deposit slip to Accounting Office		1 day	
8. Accounting Office enters deposit details to PHILGEPS website for APR confirmation		1 day	

9. Procured items are delivered to Supply Office			
10. Supply Office inspects delivered items prepares inspection report			
11. Supply Office notifies COA of the delivery within 24 hrs			
12. Supply Office forwards DR/Sales invoice/Inspection Report to Accounting Office			
- End of Transaction -			



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PROCUREMENT PROCEDURES

Kinds of Services/Steps	Person Responsible	Transaction Time (under normal circumstances)	Documents Needed (if necessary)
FOR ITEMS NOT AVAILABLE AT PS DBM			
1. If not available Supply office issues a Certificate of Non-Availability.	Supply Office		Certificate of Non- Availability
2. OP forwards PR to Accounting/Budget Unit for fund availability.	Accounting/Budget	3 working days from receipt	PR with Signed Funds Availability
3. Accounting/Budget office forwards PR to BAC/Procurement for canvassing/bidding if applicable BAC/Procurement canvasses or conducts bidding according to RA 9184 as amended.	BAC/Procurement		Abstract of Bids/Canvass
4. BAC/Procurement issues PO or drafts contract with the winning bidder.	BAC/Procurement		PO/Contract
5. BAC/Procurement forwards PO to Accounting/Budget unit for fund obligation. Accounting/Budget reviews PO supporting documents and prepares OS Accounting/Budget forwards OS/PO/PR supporting docs to OP for approval signature	Accounting/Budget	3 working days if funds are available	OS
6. Op forwards OS/PO/PR supporting docs to BAC/Procurement	OP		Approved OS/PO
7. Submit copy of contract and /or PO to COA and have it received within 5 days from perfection for auditorial review	BAC	5 working days from signing of PO	Signed PO/Contract
8. BAC/Procurement make purchase	Supply		Inspection Report
9. Procured items are delivered to Supply office Supply office inspects delivered items prepares inspection report Supply office notifies COA of the delivery within 24hrs Supply office forwards DR/Sales Invoice/Inspection Report OS/PO/PR supporting documents to Accounting Budget office for payment	Supply		Inspection Report
10. Accounting/Budget Unit prepares DV Accounting/Budget unit forwards DV/OS/PO/PR supporting documents to OP for approval/signature	Accounting/Budget	3 working days from receipt	DV
11. OP forwards DV/OS/PR/Supporting documents to Cashier's office for check preparation.	OP		Approved DV
12. Cashier's office prepares check Cashier's office forwards checks/DV/OS/PR/Supporting Documents to OP for approval/signature	Cashier's Office		Check
13. OP forwards check/DV/OS/PR/Supporting Documents to Cashier's office	OP		Signed Checks
14. Supplier receives check issues OR Cashier's office forwards OR/2 nd copy of check/DV/OS/PR/Supporting Documents to Accounting Budget Unit			
- End of Transaction -			



MARIKINA POLYTECHNIC COLLEGE

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Grievance Redress Mechanism

To Our Clienteles/Customers:

It is our desire to continuously improve our services, thus, your feedbacks are very important.

Please let us know how we served you by doing the following steps:

1. Accomplish our Feedback Form available in the public assistance desk area.
2. Drop in the box placed in the public assistance desk.
3. Follow up action (if necessary) taken on your Complaint/Comments/Suggestions with the concerned frontline service office/s.

If you are not satisfied with our service, your verbal/written complaint shall be attended to by the staff at the Public Assistance and Complaint desk.



MARIKINA POLYTECHNIC COLLEGE

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FEEDBACK FORM

This feedback form will serve as the means to know your comments or suggestions on the services of our frontline service offices.

Please fill out the form by checking the appropriate box or writing on the space provided (if necessary)

Compliment
(Papuri)

Frontline service office to
compliment _____
Comments _____

Complaint
(Reklamo)

Frontline service office
Complained _____
Comments _____

Suggestions
(Mungkahi)

Frontline service office to be given
Suggestions _____

Recommendations/desired Action



MARIKINA POLYTECHNIC COLLEGE

Marikina City

List of MPC frontline Services	Directors/Head/OIC
1. Administration and Finance Division	Dr. Antonio C. Maramag
• Accounting Section	Ms. Dolores E. Reyes
• Budget Section	Ms. Maribeth M. Monsad
• Cashier Office	Ms. Catalina R. Apilado
• Procurement Office	Ms. Dolores T. Samson
• Record Service Unit	Ms. Roxanne N. Ligones
• Human Resource Unit	Ms. Ma. Theresa A. Cruz
• Supply Office	Mr. Luisito Asiñas
• Auxiliary Service Unit	Mr. Danilo C. Galit
2. Graduate Office	Dr. Evangeline O. Montano
3. Registrar's Office	Ms. Esterlina T. Ravino
4. Library Services	Ms. Gilda F. Dalit
5. Office of Student Affairs	Ms. Pag-Asa A. Miranda
6. Guidance and Counseling Service Office	Ms. Anne Marie H. Baltazar
7. Placement Service Office	Ms. Ma. Theresa A. Mariano
8. Medical services	Dr. Anthony Y. Co
9. Dental Health office	Dr. Ricel M. Pagunuran
10. Scholarship Program Office	Ms. Ma. Lourdes Bruno
11. Extension services	Ms. Renylin M. Udaundo
12. Research and Development Division	Mr. Ernesto R. Concepcion



MARIKINA POLYTECHNIC COLLEGE

Marikina City

Citizen's Charter Committee/Task Force

Chairperson	:	Dr. Virginia D. Bacay
Members	:	Dr. Antonio C. Maramag
		Dr. Limuel C. Cirineo
		Dr. Luna G. Madera
		Mr. Ernesto R. Concepcion
		Ms. Pag-Asa Emerita A. Miranda
		Ms. Ma. Lourdes S. Bruno
		Ms. Anne Marie H. Baltazar
		Ms. Esterlina T. Ravino
		Ms. Nimfa J. Francisco
		Ms. Dolores T. Samson
		Dr. Anthony Y. Co
		Ms. Gilda F. Dalit
		Ms. Ma. Theresa A. Cruz
		Ms. Dolores E. Reyes
		Ms. Maribeth M. Monsad
		Ms. Catalina R. Apilado
		Ms. Roxanne N. Ligones
		Mr. Danilo C. Galit
		Ms. Ma. Theresa A. Mariano
		Ms. Ricel M. Pagunuran
		Ms. Renylin M. Udaundo