



CITIZEN'S CHARTER

OFFICE OF THE REGISTRAR

LIST OF FRONTLINE SERVICES

Frontline Services	Fees	Forms	Duration of Activity (under normal conditions per transaction)	Person/s In Charge
Issuance of Official Transcript of Records (TOR)	Php 350.00	Application for TOR	5-7 working days	Registrar/Records Officer
Issuance of Certification (Enrollment, GWA, GMC, Units Earned, Evaluation of Subjects Taken, etc.)	Php 50.00	Request form	1 working day	Registrar/Records Officer
Indorsement to CHED for Certification, Authentication and Verification (CAV) of Academic Records	Php 50.00 for indorsement letter Php 25.00 per page for attachments Php 50.00 for Certification of Units (undergrads only)	CAV Application form	30 minutes	Registrar/Records Officer
Reissuance of Study Load and Grade Slip	Php 20.00 per copy	Request form	10 minutes	Registrar/Records Officer
Request for Authentication or Certified True Copy of Documents	Php 25.00 per page	Request form	10 minutes	Registrar/Records Officer
Re-issuance of Diploma	Php 150.00	Request Form	2-3 weeks	Registrar/Records Officer

PROCESS FLOW FOR FRONTLINE SERVICES

REQUEST FOR DIPLOMA (2nd Issuance)

Step	Client / Applicant	Service Provider	Duration of Activity (under normal conditions per transaction)	Person/s In Charge
1	Presents school or valid ID and/or authorization letter in case of representative -For lost diploma, secure affidavit of loss -For damaged diploma, surrender said document	Issues Request Form and Order of Payment	5 minutes	Registrar/Records Officer
2	Accomplishes form then pays to cashier at Cashier's Office in City Hall	Receives Application Form and issues Official Receipt (OR)	5 minutes	Cashier
3	Submits request form and Official Receipt (OR) Receives claim stub	Receives and checks completeness of the form Issues claim stub with date of release (2-3 weeks)	5 minutes	Registrar/Records Officer
4	On scheduled date, proceed to Registrar's Office and submits claim stub to releasing clerk Receives copy of diploma	Releases copy of diploma and requests client to sign in the logbook	5 minutes	Registrar/Records Officer

REQUEST FOR OFFICIAL TRANSCRIPT OF RECORDS (T.O.R.)

Step	Client / Applicant	Service Provider	Duration of Activity (under normal conditions per transaction)	Person/s In Charge
1	Presents school or valid ID and/or authorization letter in case of representative.	Checks student's records Issues Request Form and Order of Payment	5 minutes	Registrar/Records Officer
2	Accomplishes form then pays to cashier at Cashier's Office in City Hall	Receives Application Form and issues Official Receipt (OR)	5 minutes	Registrar/Records Officer
3	Submits Request Form and Official Receipt (OR) Receives claim stub	Receives and checks completeness of form Issues claim stub with date of release (within 5-7 working days, except enrollment period)	5 minutes	Registrar/Records Officer
4	On scheduled date, submits claim stub to releasing clerk Receives copy of Transcript of Records (TOR)	Releases copy of Transcript of Records (TOR) and requests client to sign in the logbook	5 minutes	Registrar/Records Officer

PROCESS FLOW FOR FRONTLINE SERVICES

REQUEST FOR CERTIFICATION (Enrollment / Good Moral / GWA / Medium of Instruction / Grade Slip / Study Load / Evaluation of Subjects Taken)

Step	Client / Applicant	Service Provider	Duration of Activity <i>(under normal conditions per transaction)</i>	Person/s In Charge
1	Presents school or valid ID and/or authorization letter in case of representative	Checks student's records Issues Request Form and Order of Payment	5 minutes	Registrar/Records Officer
2	Accomplishes form then pays to cashier at Cashier's Office in City Hall	Receives Application Form and issues Official Receipt (OR)	5 minutes	Cashier
3	Submits Request Form and Official Receipt (OR)	Receives and checks completeness of form Advices client or applicant to wait for release of document.	10-15 minutes	Registrar/Records Officer
4	Receives document	Releases document and requests client to sign in the logbook	5 minutes	Registrar/Records Officer

REQUEST FOR AUTHENTICATION OR CERTIFIED TRUE COPY OF DOCUMENTS

Step	Client / Applicant	Service Provider	Duration of Activity <i>(under normal conditions per transaction)</i>	Person/s In Charge
1	Presents school or valid ID and/or authorization letter in case of representative Submits original copy of student's records	Verifies and validates authenticity of the original documents or student's records Issues Request Form and Order of Payment	3 minutes	Registrar/Records Officer
2	Accomplishes form then pays to cashier at Cashier's Office in City Hall	Receives Application Form and issues Official Receipt (OR)	3-5 minutes	Cashier
3	Submits Request Form and Official Receipt (OR)	Receives and checks completeness of form Advices client or applicant to wait for release of document.	5-10 minutes	Registrar/Records Officer
4	Receives document	Releases document and requests client to sign in the logbook	3-5 minutes	Registrar/Records Officer

REQUEST FOR CAV-CERTIFICATION, AUTHENTICATION AND VERIFICATION (Indorsement only)

Step	Client / Applicant	Service Provider	Duration of Activity <i>(under normal condition per transaction)</i>	Person/s In Charge
1	Presents school or valid ID and/or authorization letter in case of representative Submits original copy of Transcript of Records and Diploma	Verifies and validates authenticity of the original documents or student's records Issues Request Form and Order of Payment	5 minutes	Registrar/Records Officer
2	Accomplishes form then pays to cashier at Cashier's Office in City Hall	Issues Official Receipt (OR)	5 minutes	Cashier
3	Submits request form and Official Receipt (OR)	Receives and checks completeness of form Advices client or applicant to wait for release of document.	10-15 minutes	Registrar/Records Officer
4	Receives copy of diploma	Releases copy of diploma and requests client to sign in the logbook. Orients the client on how to apply for CAV using CHED's eCAV system.	5 minutes	Registrar/Records Officer

PROCESS FLOW FOR FRONTLINE SERVICES

Name of Frontline Service: **On-site Enrollment of Students (after pre-enrollment)**

Who May Avail of the Service: **New Students**

Step	Client / Applicant	Service Provider	Duration of Activity <i>(under normal condition per transaction)</i>	Person/s In Charge
1	Proceed to Registrar's Office and approach the Enrollment officer. Note: For students with lacking requirements during pre-enrollment, approach the College Dean and submit the missing requirements before proceeding to the enrollment area.	Provides the student's credentials (username and password) to be used for accessing the portal.	3 minutes	Enrollment Officer
2	Logs in to portal.llcc.edu.ph using the student's username and password. Completes each step carefully until registration is successful and the study load is visible. This completes the enrollment process	Provides assistance in filling out the necessary information in the portal until the students are successfully registered.	10-15 minutes	Enrollment Officer
3	(Optional) Requests a printed copy of the study load.	Provides a printed copy of the student's study load upon request.	5 minutes	Registrar/Records Officer

Name of Frontline Service: **On-site Enrollment of Students (after pre-enrollment)**

Who May Avail of the Service: **Transferee and Returnee Students**

Step	Client / Applicant	Service Provider	Duration of Activity <i>(under normal condition per transaction)</i>	Person/s In Charge
1	Proceeds to the Dean's Desk and ask for a copy of the evaluation of subjects. Note: For students with missing requirements during pre-enrollment, submit the missing requirements first before proceeding to the enrollment area.	The Dean releases the copy of the evaluation of subjects and advises the student on the subjects to enroll in, and provides the credentials (username and password) to access the portal.	3 minutes	Enrollment Officer
2	Completes each step carefully until registration is successful and the study load is visible. This completes the enrollment process	The Enrollment Officer encodes the subjects in the portal. Once completed, the officer ensures that the student reviews and acknowledges the study load through signature online.	10-15 minutes	Enrollment Officer
3	(Optional) Requests a printed copy of the study load.	Provides a printed copy of the student's study load upon request.	5 minutes	Registrar/Records Officer

ONLINE TRANSACTIONS

Service Title: **ONLINE REQUEST FOR SCHOOL RECORDS (Transcript of Records & Certifications)**

Step	Client / Applicant	Service Provider	Duration of Activity <i>(under normal conditions per transaction)</i>	Person/s In Charge
1	Logs in to portal.llcc.edu.ph , clicks 'Online Form Request.' Fills out the necessary information in the form.	Acknowledges receipt of request and verifies student's identity and records.	20 minutes	Registrar/Records Officer
2	Waits for email confirmation and payment instructions	Approves online request and sends digital Order of Payment via email.	10 minutes	Registrar/Records Officer
3	Pays at the cashier and sends proof of payment.	Verifies payment and sends claim stub with date of release.	10 minutes	Registrar/Records Officer
4	Receives claims stub.	Processes requested document.	3-5 working days depending on the type of request	Registrar/Records Officer
5	On the scheduled date, client proceeds to the Office of the Registrar, submits the claim stub to the releasing staff, and receives the documents.	Releases document and requests client to sign in the logbook.	5 minutes	Registrar/Records Officer