



**Colegio ng Lungsod ng Batangas
(CLB)**



I. Mandate

The Colegio ng Lungsod ng Batangas (CLB), a local higher educational institution in Batangas City was created through Batangas City Ordinance No. 16 Series of 2005 (as amended by Ordinance No. 1 Series of 2006 and Ordinance No. 14 Series 2017). This ordinance is passed based on Local Government Code of 1991 Section 458(a)(5)(x) which states that the local Government Unit may establish local college subject to the availability of funds and existing laws.

In this regard, CLB believes that poverty is not an excuse to attain success in life. It has faith in the pursuit of transforming responsible citizens who are God-fearing, value-oriented and disciplined individuals and will actively respond to the call for service in nation building.

II. Vision

The Colegio ng Lungsod ng Batangas is committed to transforming individuals into excellent and benevolent professionals primed to lead for global development.

III. Mission

To prepare students to become useful citizens, God-fearing, value-oriented and disciplined individuals engaged in the noble task of uplifting the quality of life in the community.

IV. Service Pledge

The Colegio ng Lungsod ng Batangas aims to:

- Uphold academic excellence** through providing various programs and disciplines that are responsive to the needs of modern society;
- Provide distinct instructional strategies** to develop competitive individuals;
- Promote moral and spiritual development** that will enhance human character and dignity;
- Strengthen involvement in research endeavors and community extension services** through varied economic and environmental projects; and



- Attend to all applicants or requesting parties who are within the premises of the institution** prior to the end of official working hours and during lunch break.

Payroll Processes:

A semi-monthly processes of payroll services conducted by the Human Resource Management Office for Regular Employees with cutoff date of 1-15

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Types of Transaction:	G2G – Government to Government			
Who may avail:	Payroll Personnel (For Regular Employee (cut-off 1-15))			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payroll Sheet and Obligation Request		HRMO Office		
<ul style="list-style-type: none"> • With Holding Tax Deduction 		HRMO Office		
<ul style="list-style-type: none"> • Contribution to GSIS/PhilHealth/Pag-Ibig 		HRMO		
Loans:				
<ul style="list-style-type: none"> • Pag Ibig 		HRMO		
<ul style="list-style-type: none"> • GSIS 		HRMO		
<ul style="list-style-type: none"> • Veterans Bank 		HRMO		
CLIENT STEPS	AGENCY ACTION	FEE S TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Head of HRMO prints the payroll sheet, obligation request, contribution and loan deductions.		None	1 hour	Senior Admin Assistant II /HRMO
2. Head of HRMO affixes initials on the obligation request and payroll sheet with with holding tax, contributions and loan		None	1 hour	Senior Admin Assistant II/HRMO



deductions.				
3. VP for Finance affixes initials and signature on the obligation request and payroll sheet, withholding tax and loan deductions		None	5 minutes	SAO
4.College Administrator signs the obligation request and payroll sheet.		None	5 minutes	College Administrator
5.Liaison officer brings the signed payroll documents to HRMDO		none	30 minutes	Admin Aide I
	1. HRMDO receives the payroll documents; verifies and validates documents submitted. 1.1 HRMDO acknowledges the documents received.	none		
TOTAL:		NONE	2 Hours;40 minutes	

Payroll Processes:

A semi-monthly processes of payroll services conducted by the Human Resource Management Office for regular employees with cut-off date of 16-30

Office or Division:	Human Resource Management Office (HRMO)/Payroll Processes
Classification:	Simple
Types of Transaction:	G2G – Government to Government
Who may avail:	Payroll Personnel (For Regular Employee (cut-off 16-30))



CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Payroll Sheet and Obligation Request	HRMO Office			
DTR (Daily Time Record)	HRMO Office			
Justifications	VPAA/VPA			
Certificate of Appearance	Agency Visited			
Travel Order	HRMO			
Trip Ticket	SPMO			
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Individual regular employee requests for the printing of individual DTR (daily time record)	1. Human Resource Management Office prints individual DTR of regular employees.	None	1 hour	Senior Admin Assistant II/HRMO
	1.1 Printed DTR is distributed to all regular individual employees	none	1 hour	Admin Aide I / HRMO,
2. Regular employee secures justification (if necessary) from VPAA for faculty, VPA for staff	2. VPAA/VPA office provides justifications	None	1 hour	Admin Aide I/VPAA Admin Aide I/VPA



<p>3. Regular employee returns the signed DTR to HRMO with justification (if necessary)</p>	<p>3. HRMO receives signed DTR with attachment required. 3.1 HRMO verifies the DTR, justification and leave form</p>	<p>None</p>	<p>8 hours</p>	<p>Senior Admin Assistant II/HRMO</p>
	<p>4.Head of Human Resource Mgt. Office prints the payroll sheet, obligation request. 4.1.Head of HRMO affixes initials on the obligation request and payroll sheet</p>	<p>None</p>	<p>15 minutes</p>	<p>Senior Admin Assistant II/HRMO</p>
	<p>5.VP for Finance affixes initials and signature on the obligation request and payroll sheet.</p>	<p>None</p>	<p>5 minutes</p>	<p>SAO</p>
	<p>6.College Administrator signs the obligation request and payroll sheet.</p>	<p>None</p>	<p>5 minutes</p>	<p>College Administrator</p>
	<p>7.Liaison officer brings the signed payroll documents to HRMDO</p>	<p>none</p>	<p>30 minutes</p>	<p>Admin Aide I</p>
	<p>8.HRMDO receives the payroll documents; verifies and validates documents</p>	<p>none</p>		



	submitted.		
TOTAL:		NONE	11 Hours;55 minutes

Payroll Processes:

A semi-monthly processes of payroll services conducted by the Human Resource Management Office for contractual employees with cut-off date of 1-15

Office or Division:	Human Resource Management Office (HRMO)/Payroll Processes
Classification:	Simple
Types of Transaction:	G2G – Government to Government
Who may avail:	Payroll Personnel (For Contractual Employee (cut-off 1-15))

CHECKLIST OF REQUIREMENTS	WHERE TO SECURE
Payroll Sheet and Obligation Request	HRMO Office
DTR (Daily Time Record)	HRMO Office
Justifications	VPAA/VPA
Certificate of Appearance	Agency Visited
Travel Order	HRMO
Contributions	HRMO
Loan Deductions	HRMO

CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Individual contractual employee requests for the printing of individual DTR (daily time record)	1. Human Resource Management Office prints individual DTR of contractual employees.	None	30 minutes	Senior Admin Assistant II/HRMO



	1.1 Printed DTR is distributed to all contractual individual employees.	None	15 minutes	Admin Aide I / HRMO
2. Contractual employee secures justification (if necessary) from VPAA for faculty	2. VPAA/VPA office provides justifications.	None	15 minutes	VPAA/VPA
3. Individual contractual employee returns the signed DTR to HRMO with justifications	3. HRMO receives the signed DTR. HRMO verifies the DTR, justification and applicable leave	None	30 minutes	Senior Admin Assistant II/HRMO
	4. College Administrator signs the individual DTR	None	5 minutes	College Administrator
	5. Head of HRMO prints the payroll sheet, obligation request, contributions and loan deductions	None	15 minutes	Senior Admin Assistant II/HRMO
	6. Head of HRMO affixes initials/signature on the obligation request and payroll sheet, contributions and loan deductions	None	5 minutes	Senior Admin Assistant II/HRMO
	7. VP for Finance affixes initials and signature on the obligation request and payroll sheet, signature on the obligation request and payroll sheet,	None	5 minutes	SAO



	contributions and loan deductions.			
	8.College Administrator signs the obligation request	None	5 minutes	College Administrator
	and payroll sheet.			
	9.Liaison officer brings the signed payroll documents to HRMDO	None	30 minutes	Admin Aide I/HRMO
	10.HRMDO receives, verifies and validates and acknowledges the payroll documents,	None		HRMDO
TOTAL:		None	2 Hours;35 minutes	

Filing of Leave

A process of availing available leave and its application.

Office or Division:	Human Resource Management Office			
Classification:	Simple			
Types of Transaction:	G2G – Government to Government			
Who may avail:	HR – Filing of Leave.			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
Civil Service Form No. 6 Revised 2020		HRMO		
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Employee secures CS Form No. 6 to file for a leave.	1.HRMO provides leave form to employee	None	5 minutes	Admin Aide I / HRMO
2.Employee fills out the leave form.	2.Forward the filled out leave form to HRMO for the initial of HRMO	None	5 minutes	Senior Admin Assistant II /HRMO



	– Head.			
	2.1 Forwards the leave form for the signature of College Administrator	None	5 minutes	College Administrator
3. Transmits the approved leave form to HRMDO	3. HRMDO receives the signed leave form	None	30 minutes	Admin Aide I
TOTAL:		None	45 minutes	

Registration Processes

A process for changing/adding/dropping of students.

Office or Division:	Registration Services/Registration Procedures			
Classification:	Simple			
Types of Transaction:	G2C – Government to Public			
Who may avail:	Changing/Adding/Dropping of Student			
CHECKLIST OF REQUIREMENTS		WHERE TO SECURE		
1. Registration Form		Registration Services		
2. Changing/Adding/Dropping of Students Form				
3. Registration Form with Remarks: Accomplished Changing/Adding/Dropping of Subjects Form				
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Students log in to Registration Services Portal Using the assigned username and password		None	5 minutes	Registrar Personnel



2. Fills out Changing/Adding/Dropping of Subjects Form	1. Verifies data	None	10 minutes	Registrar Personnel
3. Processes Changing/Adding/Dropping of Subjects Form	2. Seeks verification and approval from the Associate Dean and the Dean	None	1 hour	Registrar Personnel Associate Dean Dean
4. Students regularly check the portal and the assigned google account for further announcements	3. Sends notification of status through google account	None	5 minutes	Registrar Personnel on duty
TOTAL:	.	None	1 hour and 20 minutes	

Issuance of Transcript of Records (TOR)

A process of for request of Transcript of Records (TOR) and other official documents.

Office or Division:	Registration Services			
Classification:	Simple			
Types of Transaction:	G2C – Government to Public			
Who may avail:	Alumni, Undergraduate, Any Authorized Person			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Duly accomplished Student Clearance Form			Registration Services	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Students log in to Registration Services Portal Using the assigned username and password		None	5 minutes	Registrar Personnel
2. Fills out TOR request form	1. Verifies data	None	10 minutes	Registrar Personnel
3. Processes the request	2. Processes the request	None	5 days	Registrar Personnel
	3. Notifies students through email of the schedule to claim TOR		3 mins	
1. Comes to school to claim TOR and signs the necessary claim form	4. Releases TOR	None	2 mins	Registrar Personnel
TOTAL		None	5 days and 20 minutes	

Gift and Donation

A process of accepting donation and other acts of goodwill.

Office or Division:	Library Services			
Classification:	Simple			
Types of Transaction:	G2C – Government to Public			
Who may avail:	Old and New Students (Iskolars ng Bayan)			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE



1. Proceeds to Circulation Counter	1. Accepts and checks the book for evaluation 1.1 Fills out the gift / donation agreement form	None	30 minutes	Librarian IV
2. Patron leaves the library, end of transaction.	1. Records book donation	None	5 minutes	Admin Aide I
TOTAL		None	8 minutes	

Other Services

A process of request for Certification, Authentication and Verification (for Red Ribbon), Transfer Credentials / Honorable Dismissal, Report Card, Cross Enrolment, and Authenticated Diploma

Office or Division:	Registration Services			
Classification:	Simple			
Types of Transaction:	G2C – Government to Public			
Who may avail:	Alumni, Undergraduate, Any Authorized Person			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Duly accomplished Student Clearance Form			Registration Services	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1.Fills out the Document Request Form and Log Sheet for the following documents	1.Checks the student’s information for completeness and accuracy	None	5 mins	Registrar Personnel
	2.Processes and issues Official Certification	None	4 hours	Registration Services



	3.Processes and issues Authenticated Documents a.k.a. certified true copy	None	2 hours	Registration Services
	4. Processes and issues Certification, Authentication and Verification (for Red Ribbon)	None	4 hours	Registration Services
	5. Processes and issues Transfer	None	4 hours	Registration
	Credentials / Honorable Dismissal			Services
	6. Processes and issues Report Card	None	2 hours	Registration Services
	7. Issues Cross Enrolment for completion of the student			a. Program Chair
		None	4 hours	b. Dean
				c. Registration
				Services
	8. Processes and issues Authenticated Diploma	None	1 hour	Registration Services
TOTAL		None	21 hours, 5 minutes	

Outside Research

A process of accepting outside researchers.

Office or Division:	Library Services
Classification:	Simple
Types of Transaction:	G2C – Government to Public
Who may avail:	Non CLB Students



CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
None			None	
CLIENT STEPS	AGENCY ACTION	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
1. Proceeds to the VP for Academic Affairs	1. Acknowledges and signs the referral letter 1.1 Advises the researcher to proceed to the library	None	3 minutes	VP for Academic Affairs Admin Aide I
2. Researcher proceeds to the library	1. Interviews the researcher 1.1 Checks the valid ID 1.2 Advises to log in to the visitor’s log book 1.3 Assists in locating materials needed	None	15 minutes	Admin Aide I
TOTAL		None	18 minutes	

FEEDBACK AND COMPLAINTS MECHANISMS

How to send feedback?	<p>Answer the client feedback form and drop it in a designated box located at the lobby of the main building.</p> <p>Contact information: 043-402-1450 or at clb.admin@gmail.com</p>
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<p>How feedback is processed?</p>	<p>Every Friday, the Officer on Duty opens the drop box and compiles and records of all feedback submitted.</p> <p>Feedback requiring answers are forwarded to the relevant offices and they are required to answer within three (3) days of the receipt of the feedback.</p> <p>The answer of the office is then relayed to the citizen.</p> <p>For inquiries and follow-ups, clients may contact the following telephone numbers:</p> <p>Contact information: 043-402-1450</p>
<p>How to file a complaint?</p>	<p>Answer the client Complaint Form and drop it at the designated drop box in located at the lobby of the main building</p> <p>Complaint can also be filed via telephone. Make sure to provide the following information when calling: Name of the persons being complained Incident Evidence</p> <p>For inquiries and follow-ups, clients may contact the following telephone numbers:</p> <p>Contact information: 043-402-1450</p>
<p>How complaints are processed?</p>	<p>The complaint Officer opens the complaints drop box on a daily basis and evaluates each complaint.</p> <p>Upon evaluation, the Complaint Officer shall start the investigation and forwards the complaint to the relevant office for their explanation.</p>



	<p>The Complaints Officer will create a report after the investigation and shall submit it to the Head of Agency for appropriate action.</p> <p>The Complaint Officer will give the feed to the client.</p> <p>For inquiries and follow-ups, clients may contact the following telephone number:</p> <p>Contact information: 043-402-1450</p>
Contact Information of Colegio	Telephone No. (043) 402-1450
ng Lungsod ng Batangas	Email Address: clb.admin@gmail.com

LIST OF OFFICES

OFFICE	ADDRESS	CONTACT INFORMATION
UNIfast Technology Hub	CLB Building, De Las Alas Drive, Poblacion 20, Batangas City	402-1442
Medical/Dental Services	CLB Building, De Las Alas Drive, Poblacion 20, Batangas City	402-1445
Registration Office	CLB Building, De Las Alas Drive, Poblacion 20, Batangas City	402-1441
Human Resource	CLB Building, De Las Alas Drive, Poblacion 20, Batangas City	402-1446
Library Services	CLB Building, De Las Alas Drive, Poblacion 20, Batangas City	402-1448
Admission/Guidance Office	CLB Building, De Las Alas Drive, Poblacion 20, Batangas City	402-4056