

2. Issuance of Scholastic Records and Certificates

This service caters the processes of issuance of scholastic records to students.

These documents will help the students to further their studies or land a job.

Certifications are issued to affirm the validity of the information reflected in the scholastic records.

Office or Division:	Tagoloan Community College – Registrar Office			
Classification:	Complex			
Type of Transaction:	G2C – Government to Citizen			
Who may avail:	Students			
CHECKLIST OF REQUIREMENTS			WHERE TO SECURE	
Common Requirements 1. Official Receipt of Payment (1 Original Copy) 2. Accomplished Clearance for Request (1 Original Copy) 3. Authorization Letter if done by representative (1 Original Copy)			<i>Cashier</i> Finance Office <i>Releasing and Receiving In-Charge</i> Registrar Office Provided by the Requesting Student	
CLIENT STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
or Transcript of Records	Process	None if first request If second request, see below for payment	- 10 min	<i>Cashier</i> Finance Office

1. Submit the filled-up clearance		First page – 150 pesos Succeeding pages – 100 per page		
For Honorable Dismissal 1. Submit the filled-up clearance	Process	50 pesos	5 - 10 min	<i>Cashier</i> Finance Office
For Certifications 1. Submit the filled-up request form	Process	50 pesos	5 - 10 min	<i>Cashier</i> Finance Office
For General Weighted Average (GWA) 1. Submit the filled-up request form	Process	50 pesos	5 - 10 min	<i>Cashier</i> Finance Office
For Diploma	Process	None if first request	5 - 10 min	<i>Cashier</i> Finance Office

1. Submit the filled-up request form		100 pesos for second request and present affidavit of loss or damage		
2. Submit the affidavit of loss or damage for second time request				
Submit the Official Receipt of Payment together with the Accomplished request clearance	Receive	None	3 - 5 min	Receiving / Releasing Personnel
	TOTAL		45 mins	
For Releasing	Process	None	Case 1: 15 days if first request	<i>College Registrar/Records In-charge Registrar Office</i>
1. Transcript of Records (TOR) 1. Present the filled-up clearance and official receipt of payment			Case 2: 3-7 days if second request	
2. Honorable Dismissal	Process	None	20 - 30 mins	<i>College Registrar/Records In-charge Registrar Office</i>

1. Present the filled-up clearance and official receipt of payment				
3. Certifications 3.1 Present the filled-up request form official receipt of payment	Process	None	30 mins - 1hr	<i>College Registrar/Records In-charge Registrar Office</i>
4. General Weighted Average (GWA) 4.1 Present the filled-up request form official receipt of payment	Release	None	3 – 7 days	<i>College Registrar/Records In-charge Registrar Office</i>
5. Certificate of Good Moral Character 5.1 Present the filled-up request form official receipt of payment	Release	None	1 day	<i>Dean of Student Affairs and Services Office of the Dean of Student Affairs and Services (DSAS)</i>
	TOTAL		23 days, and 1 hour	
	Request Student to Accomplish the Client Satisfaction Survey and Drop it to the feedback box. Note: Complaint Box			Student will accomplish and will drop the Client Satisfaction Survey to the feedback box. Note: Complaint Box