UNIVERSITY OF SOUTHERN MINDANAO

COLLEGE OF BUSINESS, DEVELOPMENT ECONOMICS AND MANAGEMENT

ACCOUNTANCY DEPARTMENT

BACHELOR OF SCIENCE IN MANAGEMENT ACCOUNTING





AACCUP LEVEL 1 ACCREDITATION

AREA X
ADMINISTRATION

S.3. Policies and procedures on prompt release of records are in place.

UNIVERSITY OF SOUTHERN MINDANAO

CITIZEN'S CHARTER
2026 (First Edition)

1. The Records Management and Archiving Unit is responsible for the systematic handling, storage, retrieval, and disposal of institutional records.

OFFICE/DIVISION	RECORDS MANAGEMENT AND ARCHIVING UNIT
CLASSIFICATION	SIMPLE
TYPE OF TRANSACTION	GOVERNMENT TO GOVERNMENT/GOVERNMENT TO CITIZEN/GOVERNMENT TO BUSINESS
WHO MAY AVAIL	FACULTY, STAFF, STUDENTS, GOVERNMENT & PRIVATE INSTITUTIONS AND OTHER STAKEHOLDERS
CHECKLIST OF REQUIREMENTS	**WHERE TO SECURE**
1. Communication/Document for submission or distribution	1. Provided by Client

CLIENTS STEPS	AGENCY ACTIONS	FEES TO BE PAID	PROCESSING TIME	PERSON RESPONSIBLE
RECEIVING AND RELEASING OF FILES IN HARD COPY				
1. Receiving various documents.	1.1 Verify the documents/communication as to purpose.	None	3-5 minutes	Administrative Officer
	1.2 Stamp the receiving copy with 'RECEIVED', and affix signature, date and time.	None	3-5 minutes	Administrative Officer
	1.3 Ask the client if they want it processed by hand or by the records office.	None	3-5 minutes	Administrative Officer
2. Checking and Generating tracking number.	2.1 After checking the document, a tracking number will be generated through the Document Tracking System.	None	3-5 minutes	Administrative Officer

3. Recording of the documents in the logbook.	3.1 Recording of documents to be released to the concerned offices.	None	3-5 minutes	Administrative Aide I
4. Releasing/forwarding of documents to its concerned offices	4.1 Releasing/forwarding of documents to different offices/colleges/units.	None	3-5 minutes	Administrative Aide I
	4.2 Affix receiver's signature as well as the date and time of when it has been received to the logbook/receiving copy	None	3-5 minutes	Administrative Aide I
RECEIVING AND RELEASING OF FILES IN ELECTRONIC COPY				
1. Receiving of documents (communication letters, application for leave, and purchase requests)	1.1 Verify the communication as to purpose. 1.2 Stamp the receiving copy with 'RECEIVED', and affix signature, date and time.	None	3-5 minutes	Administrative Officer
2. Scanning of documents. 3. Generating tracking number.	2.1 Scanning of documents after checking it.	None	1-2 minutes	Administrative Officer

4. Quality Check	4.1 Review scanned images for clarity, completeness, and accuracy.	None	3-5 minutes	Administrative Officer
5. File Naming and Organization	5.1 Save files with consistent, descriptive names and store them in designated folders.	None	3-5 minutes	Administrative Officer
6. Indexing and Metadata Tagging	6.1 Add relevant details (e.g., document type, date) for easy retrieval.	None	3-5 minutes	Administrative Officer
7. Storage and Backup	7.1 Save scanned files in a secure digital archive (e.g. SINUPAN with backup copies.	None	1-2 minutes	Administrative Officer
8. Access Control and Security	8.1 Restrict access to authorized personnel and ensure data protection.	None	None	Administrative Officer
	TOTAL	None	51 minutes-1 hr. and 26 minutes	